

GLENDALE CIVIC CENTER BOOKING POLICIES AND PROCEDURES

General Priority Booking Guidelines:

- Priority booking for the Glendale Civic Center will be for events that utilize the entire facility.
- Secondary priority will be granted to events that provide maximum use of space and the greatest economic impact.
- Center management has the discretion to decide which events to give priority on a case-by-case basis.
- With the exception of four major City events, (Police and Fire Department Awards Banquets, GEMS Holiday Party and the Mayor's State of the City Address), or at the request of City Council or the City Manager's Office, City events may be bumped to an alternate date in order to accommodate our Priority Booking Policy.

Advance Booking Policy:

Standing meetings/events held on a weekly/monthly basis may book only if duration is two (2) months or less. No booking or reservation can be taken more than two (2) years in advance,

- 24 months or less - events using entire Crowne Ballroom area of the facility or any City event (no matter what space requested).
- 12 months or less – any event using the facility.

Contracting Deposits and Rental Payments:

- Contracts are to be issued as soon as the event is confirmed and not more than one year prior to the event.
- If contract is more than sixty (60) days in advance, a deposit equal to 50% of the total rental fee is due upon contracting. The balance of the rent is due thirty (30) days prior to the event.
- If contract is less than (60) days in advance, then the full amount of the rent is due at the time of contracting.
- A deposit for damages may be required and set by the Civic Center Manager, if deemed necessary. Such deposit will be retained for a minimum of 24 hours, following the event, while a building inspection is completed.
- Payment for optional equipment and personnel, not ordered in advance or ordered on date of event will be billed after the event and due within thirty (30) days of billing. Non-payment will result in additional interest charges of 1.5% per month (18%) annually.

Rental fee includes one basic setup of chairs, head table, lectern and one podium microphone, general house lighting, heating, air conditioning and custodial service for banquets and meetings only.

Set-up Information:

Your set-up needs and requests are due no later than ten (10) days prior to the event. A change in room arrangement within 24 hours of the function will result in an additional labor fee of \$100 if your assigned room has been set up.

Package policy:

All boxes shipped to & from the Civic Center are subject to a \$5.00 per package service charge and may be delivered no more than 2 days prior to the event. Size and weight limitations may apply. See your Event Coordinator for details.

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Move In – Move Out or Dark Day Fees:

- Sunday to Thursday: Half the room rate for up to 8 hours of use. Additional time charged at regular per hour fee.
- Friday and Saturday: The regular room rate for an 8-hour period. Additional time charged at regular per hour fee.

Tentative Holds:

- All tentative holds will be considered a request of contract.
- If the Client has not confirmed the date(s) within a maximum of 14 days (two weeks) the date(s) shall be released and become available for others to book.

Challenges to Tentative or Events Contracted Without a Deposit:

When a prospective Client on a tentative basis holds a date or a contract has been issued but no deposit has been received, the following challenge procedures may be initiated by a second Client interested in the date in question:

1. The Client challenging the date will present a payment equal to the total rent of the facility.
2. At the time the challenge deposit is received, the first Client will be notified by telephone and in writing that a challenge for the date has been received.
3. If the first Client wishes to secure the date, they have two (2) business days (48 hours) after notification of the challenge, to present the required deposit and complete a contract.
4. If the first Client elects to secure the date, the second Client will receive a full refund of the deposit.
5. If the first Client does not secure the date within the required time the second Client (challenger) receives the date and will be required to execute a contract immediately (within 48 hours).
6. Deposits received through the challenge process will not be refunded under any circumstances regardless of when the cancellation occurs.

Cancellation: Should Client cancel an event, no refund of the deposit shall be made.

Overtime Fees: Additional time may be booked at the rate of 20% of the applicable room rate per hour or half hour of use.

Discounts Offered: (Only one discount is applicable to any one-room rate)

- We offer a room rental discount on catered events meeting specific requirements. Discount applies only to the room in which your meal is served. Please speak with an Event Coordinator to see if your event qualifies.
- Glendale resident, non-profit organizations located in Maricopa County and City of Glendale use will receive a 20% discount to applicable room rate.

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Scheduling Other Events:

- The Glendale Civic Center may schedule and contract with other events in parts of the Glendale Civic Center not being used as part of the Client's agreement.
- The Glendale Civic Center may schedule and contract for similar events both before and after the dates of a Client's agreement without notice to the Client, unless otherwise specified in writing in the contract.

Liability Insurance: Comprehensive Liability Insurance is required for all events using the facility. (Events smaller than 250 persons or those having catering activities/meals are exempted.) Issuance of proof of insurance is required of all commercial events. Insurance policies must meet the following conditions:

- Provide at least \$1 million combined single limit per occurrence of Comprehensive Liability Insurance from an insurance company acceptable to the Civic Center Manager and the City Risk Manager;
- If an Aggregate Policy, the combined limit must be at least \$2 million;
- Name the City of Glendale and the Civic Center as additional insured;
- Specify the dates applicable inclusive of move-in to move-out and,
- Be on file with the Civic Center thirty (30) days prior to the start of the event.

Catering and Beverage Service: Catering and beverage service is the exclusive right of Arizona Catering (480-898-8848). They have fulltime, professional staff on-site to service all your food and beverage needs. **Arizona Catering must provide all food and alcohol and non-alcoholic beverages.** No outside food or beverage can be brought into the facility, and no food or beverage may be removed from the facility.

- **Alcohol policy** –To promote the responsible use of alcohol, educate staff and clients and reduce liabilities.
 1. Summary of pertinent Arizona State Laws
 - It is unlawful to give, serve, or sell alcoholic beverages to any person under age 21.
 - It is unlawful to serve or sell alcoholic beverages to an obviously intoxicated person.
 - It is illegal to be intoxicated in public.
 - It is illegal to drive under the influence of alcohol or with a blood alcohol level of .08% or higher.
 2. Alcoholic beverage service
 - Alcoholic beverage sale and service will be with strict compliance to ARS Title 4, that states “It is unlawful for an on sale retailer or employee to deliver more than Thirty-Two ounces of beer, One Liter of wine or Four ounces of distilled spirits in any spirituous liquor drink to one person at one time for that persons consumption.
 - Non-alcoholic beverages (juices, waters, sodas, etc.) must be available and equally accessible for the duration of any event where alcoholic beverages are available.
 - Food must be available whenever alcoholic beverages are sold or served. The type of food available must not be limited to foods that promote consumption of alcoholic beverages. E.g. pretzels and salted nuts.
 - Glendale Civic Center will discontinue alcohol service before the scheduled end of any event where alcohol is continuously available or if Glendale Civic Center deems it prudent to discontinue alcohol service due to excessive consumption, without prior written request.
 3. Service to minors
 - Proof of age will be required for anyone appearing to be 30 years of age or younger. Age identification must be through photo ID approved by the Arizona Department of Liquor License and Control. Sellers/servers will confirm that the identification is that of the presenter.

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4. At least one person from the renting organization shall be present for the duration of each event, and will be designated to assist with the arrangements for alternative transportation for alcohol-impaired individuals if needed. The name of this person must be submitted to facility management before the event.

Optional Services and Equipment Rates: Optional equipment, office assistance and personnel may be obtained at an additional cost and is subject to applicable taxes.

- You agree to authorize Glendale Civic Center payment for any event changes that incur charges made the same day as the function. These charges will be paid with your previously provided major credit card number, which will be kept in a secure file for such purpose. (Use Credit Card Authorization Form)
- Glendale Civic Center reserves the right to substitute an alternate room and comparable accommodations for contracted functions in the event the room originally designated should be unavailable or inappropriate in Glendale Civic Center's sole opinion. In all cases, the guest shall be advised of the planned changes.
- All materials promoting the event using our logo must be approved by the Glendale Civic Center, as well as any programs to be distributed during the event. All programs must have the Glendale Civic Center printed in a prominent location.
- User shall not display any advertising matter of any kind or description inside of, in front of, or any part of Glendale Civic Center except as may be authorized by the Glendale Civic Center. Unauthorized advertising matter shall be removed. User agrees that all advertising for the intended use shall be truthful and include accurate information. All productions, which are either video and/or audio, taped for distribution, sale or broadcast must contain a credit line recognizing the Glendale Civic Center. Specific wording is subject to approval by the Glendale Marketing Department.

The entire contents of any Glendale web site, including all text, illustrations, images and HTML source code, are copyrighted. Glendale's names, logos, designs, slogans, trademarks, service marks or web site links are not to be used in any advertising, publicity, promotion, or in any other commercial manner without the prior express written permission for a particular use from Glendale. The appearance and authorization to use Glendale's names, logos, designs, slogans, trademarks, service marks or web site links does not constitute an endorsement, recommendation or certification by Glendale.

Audio/Visual Services: The Civic Center can provide audio/visual equipment at competitive rates. See our optional services and equipment sheet for available equipment.

Security: The Civic Center will require, at the Client's expense, such security personnel, as may be determined necessary by the Civic Center Manager and other safety officials.

Example of Determinations:

- Glendale Civic Center will require one security guard per 100 people (minimum) for those functions in which minors will be the primary attendees.
- Any events where Glendale Civic Center, in its sole opinion, considers the concern for potential for damage to building or property. A refundable "Damage Deposit" may be required in addition to security.
- Major events open to the public that allows people to meander freely on Glendale Civic Center campus.
- Events where alcohol is a considerable element of the event, in Glendale Civic Center's sole opinion.
- Security arranged by Glendale Civic Center requires a 4-hour minimum.

Note: Any additional security and/or safety firms supplied by client are to meet Civic Center standards and receive prior approval by Civic Center management.

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Decorations and Flame Retardant Requirements

- No decorations are allowed on any fixed glass surface in the facility. No pins, staples, nails or similar fasteners are permitted on curtains or stage and table skirting. On walls and surfaces other than glass and backboard, decorations may be applied only with masking tape. Licensee may apply decorations only in those rooms rented and shall not include hallways, lobbies, restrooms or other common areas.
- The Event Coordinator must approve any type of tape applied to the floor in advance. Caution: Many brands do not come off the floor cleanly. Client will be charged a cleanup fee for such tape not previously approved.
- No staples or nails are to be driven into the Civic Center's tables, walls or other fixtures.
- Any open flame is prohibited. All candles must be enclosed with glass hurricanes or be floating candles.
- All decorations must be flame-retardant. Proof of a satisfactory flame retardant may include a flame test. Materials not passing will be prohibited.
- Glitter, sequins, rice and difficult to clean items used as decoration may require a \$100.00 clean up fee as determined by Civic Center staff.

Damage to Building or Contents: Renter is responsible for damage to the facility, furnishings, fixtures or equipment, whether caused by Renter, his guests, exhibitors or contractors (ordinary wear excepted).

Lost and Found: The Center assumes no responsibility for personal items, meeting room equipment or decorations left in the meeting rooms. Items left will be maintained in the Administration Office for a period of thirty (30) days. If not claimed in thirty (30) days, items will be sent to the City of Glendale Materials Management department for disposal.

Smoking Policy: Smoking is not allowed in any of the controlled areas of the Civic Center, including its courtyards. Smokers are asked to use the public areas outside the North and South entrances of the facility.

Banners: Installation of banners requires prior approval of Civic Center staff. Minimum fee for banner hanging is \$75.00 and may require additional labor fees. A banner permit fee from the City of Glendale's Code Compliance department will be added to banner installation.

Signs: The City of Glendale prohibits the display of any "sandwich board" signs with a company or organization's name or logo on any sidewalk. This includes the exterior of the Civic Center building. Failure to comply to this city ordinance, may result in fines imposed. The City of Glendale will dispose of any signs found on any sidewalk.

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