

IMPACT

C E N T E R

Contents

| | |
|---|----------|
| IMPACT ARLINGTON COMMUNITY CENTER RENTAL POLICY MANUAL | 3 |
| IMPACT ARLINGTON COMMUNITY CENTER CODE OF CONDUCT POLICY | 6 |
| FACILITY RENTAL PROCESS | 8 |

Impact Arlington Community Center Rental Policy Manual

Table of Contents

1. Introduction
 2. General Facility Rules
 3. Rental Application Process
 4. Rental Fees & Payment Policies
 5. Insurance Requirements
 6. Security Deposits
 7. Setup, Cleanup, and Maintenance
 8. Event Conduct & Supervision
 9. Alcohol and Smoking Policy
 10. Event Cancellations & Refund Policy
 11. Damage and Liability
 12. Certificate of Insurance
 13. Special Event Permits (if applicable)
 14. Emergency Procedures
-

1. Introduction

Welcome to the Impact Arlington Community Center. Our facility is available for community use, including recreational events, receptions, team practices, and other gatherings. This manual outlines the policies and procedures for renting the facility to ensure safety, organization, and efficient operations. By agreeing to rent the facility, you accept the terms outlined in this manual.

2. General Facility Rules

- All guests and event attendees must adhere to the rules and regulations of the community center.
 - The facility must be used for its intended purposes (recreational, social, or community events).
 - Events must conclude by the designated closing time stated in the rental contract.
 - Smoking and the use of illegal substances are prohibited on the premises.
 - The renter is responsible for maintaining order and ensuring that all guests adhere to the facility rules.
-

3. Rental Application Process

1. Reservation Request: Submit a rental inquiry form online or contact the community center by phone. (Director of Events) Stacy Houston 817.264.1704
 2. Availability Confirmation: Community center staff will respond within 24 hours to confirm availability.
 3. Rental Agreement: Upon confirmation, a rental agreement form must be completed and signed.
 4. Deposit Payment: A deposit of 30% of the total rental fee is required to secure the reservation.
 5. Insurance: Proof of insurance and additional insured certificates must be provided at least 15 days prior to the event (see Section 5).
 6. Final Payment: All remaining rental fees are due 7 days before the event date.
-

4. Rental Fees & Payment Policies

- Rental fees vary based on the room or facility selected and the duration of the event.
- A full schedule of rates is available on the community center website.
- All payments must be completed by credit card, debit card, check, cash, or bank transfer.
- Final payment must be submitted at least 7 days prior to the event.
- Late fees will be applied for overdue payments, and failure to pay on time may result in reservation cancellation.

5. Insurance Requirements

For the safety and protection of both the renter and the community center, event liability insurance is required for all events, regardless of size or type. The renter must provide a Certificate of Insurance (COI) at least 15 days prior to the event.

General Insurance Requirements:

- The renter must secure general liability insurance covering the event.
- Minimum coverage of \$1,000,000 per occurrence and \$2,000,000 aggregate is required.
- Impact Arlington Community Center must be listed as an additional insured on the policy.

Certificate of Insurance Requirements:

- A valid Certificate of Insurance must be submitted to the Community Center at least 15 days before the event.
- The COI must list Impact Arlington Community Center and its staff as additional insured parties, covering the date of the rental.
- The COI must state the specific event or rental, ensuring coverage for property damage, bodily injury, and personal injury.

Failure to provide proof of insurance may result in the cancellation of the event.

6. Security Deposits

- A Non-refundable security deposit of 30% is required at the time of reservation.

7. Setup, Cleanup, and Maintenance \$450 (2-day event) \$225 (1-day event)

- The renter is responsible for their own setup and cleanup unless otherwise specified in the rental contract.
- The center offers setup and breakdown services for an additional fee, which must be arranged in advance.
- Cleanup must be completed within the time specified in the rental agreement. If the facility is not returned to its original condition, additional cleaning fees may apply.
- Trash must be properly disposed of in designated bins, and all equipment should be returned to its original location.

8. Event Conduct & Supervision

- The renter is responsible for the behavior and actions of all guests.
- Adult supervision is required for all youth-oriented events (minimum of one adult per 10 minors).
- Any activities that endanger the safety or security of attendees or staff will result in immediate termination of the event and forfeiture of the security deposit.

9. Alcohol and Smoking Policy

- Alcohol may be served at private events with prior approval from the community center management.
- Events with alcohol require the renter to obtain a special event permit (if required by local laws) and additional event insurance.
- A licensed bartender must serve all alcohol, and no alcohol may be sold without proper licensing.
- Smoking is strictly prohibited inside the facility. Designated smoking areas outside must be used.

10. Event Cancellations & Refund Policy

- Full Refund: If the event is canceled at least 15 days before the event date, the renter is eligible for a full refund of both rental fees and the security deposit.
- Partial Refund: Cancellations made less than 15 days prior will forfeit the security deposit but may receive a refund of any additional rental fees paid.
- No Refund: Events canceled within 7 days of the scheduled date will forfeit all fees, including the security deposit.

11. Damage and Liability

- The renter is liable for any damages caused to the facility or equipment during the rental period.
- Damages that exceed the security deposit will be billed to the renter, and legal action may be pursued if necessary.
- Impact Arlington Community Center is not liable for any personal injuries, lost or stolen items, or damages caused during the event.

12. Certificate of Insurance

The renter is required to provide a Certificate of Insurance (COI) as outlined in Section 5. The COI must:

- Include general liability insurance for a minimum of \$1,000,000 per occurrence.
- List Impact Arlington Community Center as an additional insured.
- Cover the event date(s) and provide protection for property damage, bodily injury, and personal injury.

13. Special Event Permits

- For events that include alcohol, fireworks, or amplified music, the renter may be required to obtain a special event permit from local authorities.
- The renter is responsible for obtaining all necessary permits and providing copies to the community center prior to the event.
- Failure to secure permits may result in event cancellation or the inability to offer certain services (such as alcohol sales).

14. Emergency Procedures

- In the event of an emergency (fire, medical, etc.), all attendees must follow the directions of community center staff.
- Emergency exits are clearly marked and must remain unobstructed at all times.
- The renter must ensure that they and their guests are familiar with the emergency evacuation plan.

Acknowledgment of Terms

By signing the rental agreement, the renter acknowledges that they have read, understood, and agreed to the terms outlined in this policy manual. Non-compliance with any of these policies may result in the cancellation of the event, forfeiture of deposits, or denial of future rental requests.

Impact Arlington Community Center Code of Conduct Policy

Introduction

At the **Impact Arlington Community Center**, we are committed to maintaining a safe, welcoming, and respectful environment for all guests, staff, and visitors. This **Code of Conduct** outlines the expectations for behavior while using our facilities. All users of the center must adhere to these guidelines to ensure that the community center remains a positive space for everyone. Failure to comply may result in removal from the premises, suspension of facility use, or legal action if necessary.

General Guidelines

All individuals using the Impact Arlington Community Center must:

- Treat others with respect, courtesy, and consideration.
 - Use the facility and equipment responsibly, ensuring no damage or misuse occurs.
 - Follow all policies and procedures outlined by the community center and local authorities.
 - Maintain personal responsibility for the actions of any minors or guests in attendance during events.
-

Prohibited Conduct

To ensure a safe and positive environment, the following behaviors are strictly prohibited on the premises of the Impact Arlington Community Center:

1. **Smoking**
 - Smoking, vaping, or the use of any tobacco products is strictly prohibited within the center and on its grounds, including parking lots and outdoor areas.
 - Designated smoking areas, if provided, must be used, and proper disposal of cigarette butts is required.
2. **Use of Profanity and Offensive Language**
 - The use of profanity, abusive language, or offensive gestures will not be tolerated under any circumstances.
 - All visitors are expected to communicate respectfully and professionally with staff, guests, and other attendees.
3. **Gambling**
 - Gambling of any kind is strictly forbidden on community center property, including but not limited to card games, lotteries, and games of chance with monetary stakes.
 - Any form of illegal betting or gaming activity will result in immediate expulsion and may be reported to law enforcement.
4. **Consumption of Alcohol**
 - Alcoholic beverages are prohibited unless expressly permitted for pre-approved private events. Special permissions, insurance, and local permits may be required in such cases.
 - If alcohol is permitted at an event, it must be served by a licensed bartender.
 - Serving alcohol to minors or intoxicated individuals is strictly prohibited and will result in immediate expulsion and potential legal consequences.

5. Possession of Illegal Substances

- The possession, sale, or use of illegal drugs or controlled substances on community center property is strictly prohibited.
- Any violation of this policy will result in immediate removal and notification of law enforcement.

Respect for Property and Equipment

- All attendees must respect the property, facilities, and equipment provided by the community center.
- Any intentional damage or destruction of community center property will result in liability for repair or replacement costs and may result in suspension from using the facility.

Dress Code

- All visitors are expected to wear appropriate attire while on the premises. This includes modest, respectful clothing, and no clothing featuring offensive language, symbols, or images.
- Footwear must be worn at all times while inside the facility.

Noise Control and Behavior

- Excessive noise, disruptive behavior, or any actions that disturb the peace of others using the facility are prohibited.
- Running, roughhousing, or dangerous physical behavior is not allowed unless specifically designated as part of a supervised activity.

Supervision of Minors

- Children under the age of 12 must be accompanied by an adult while using the facility.
- The adult accompanying minors is responsible for their behavior and ensuring adherence to this code of conduct.

Violation of the Code of Conduct

- Any violation of this Code of Conduct will result in a warning or immediate removal from the community center depending on the severity of the behavior.
- Repeated violations may result in a temporary or permanent suspension from using the community center facilities.
- In cases of illegal activity, law enforcement will be notified, and legal action may be pursued.

Reporting Violations

- Any individual witnessing or experiencing behavior that violates this Code of Conduct is encouraged to report the incident to community center staff immediately.
- Reports can be made anonymously if necessary.

Acknowledgment

By using the Impact Arlington Community Center, all visitors agree to follow this Code of Conduct. Community center staff have the right to enforce this policy and take appropriate action when necessary to ensure the safety and comfort of all guests.

This Code of Conduct helps maintain a respectful and safe environment, enabling all members of the community to enjoy the **Impact Arlington Community Center**. We appreciate your cooperation in upholding these standards.

Facility Rental Process

| Step | Action | Person Responsible |
|-----------------------------|---|--|
| 1. Inquiry Phase | Website/Phone Inquiry: Submit an inquiry form through the website or via phone. | Community Center Director of Events |
| | Availability Check: Respond to inquiry within 24 hours to confirm availability. | Community Center Director of Events |
| 2. Reservation Request | Reservation Form: Complete form with event details, room needs, and additional service requests. | Event Organizer |
| | Room Options and Pricing: Display available rooms and pricing on the website or email form. | Community Center Director of Events |
| 3. Quote and Contract | Price Quote: Send final price quote including rental fees and any additional charges. | Community Center Director of Events |
| | Contract Signing: Draft and send rental agreement, terms of use, and policies for approval. | Community Center Director of Events |
| | Deposit Requirement: Collect deposit (30% to secure reservation). | Community Center Director of Events |
| 4. Payment and Finalization | Final Payment: Ensure remaining balance is paid in full before the event (15 days prior). | Event Organizer |
| | Confirmation: Send final booking confirmation with room details and check-in instructions. | Community Center Director of Events |
| 5. Pre-Event Coordination | Pre-Event Walkthrough: Schedule optional walkthrough for finalizing room setup. | Event Organizer / Director of Events |
| | Day-of Event Setup: Provide setup time and assist with any setup needs. | Community Center Staff Director of Events |
| 6. Day of the Event | Check-In: Organizer checks in at the front desk to confirm access to the room. | Event Organizer / Director of Events |
| | Event Support: On-site staff to assist with technical needs or questions. | Community Center Staff |
| 7. Post-Event Process | Room Inspection: Perform post-event inspection to check for damages or issues. | Community Center Staff |
| | Security Deposit Refund: Issue refund of security deposit within 3-5 business days if no damages. | Community Center Director of Events |
| | Feedback Request: Send post-event feedback request and thank you email. | Community Center Receptionist |
| 8. Cancellation Policy | Early Cancellations: Process full refund if cancelled within the required timeframe (e.g., 14 days prior). | Community Center Director of Events |
| | Late Cancellations: Process partial refund for cancellations within the last week (7 days). | Community Center Director of Events |

| Step | Action | Person Responsible |
|------|--|--|
| | No-Shows: Retain payment if the organizer fails to show without prior notice. | Community Center Director of Events |

Event Operator

Date

Director of Events

Date