



Recreation Facility Rental Policies

FACILITY RENTAL POLICIES

- All reservations must be made by a permit holder who is 18 years of age or older.
- The permit holder must be present during the entire reservation.
- A classroom reservation can be made up to 90 calendar days in advance, but no less than two weeks in advance if after-hours, must be a minimum of two hours, and must be paid for in full at time of booking. Classrooms may only be rented during hours of operation at Tumbleweed Recreation Center and Chandler Community Center. Classrooms may be rented during and after-hours of operation at Chandler Nature Center. Depending on availability, classrooms at the Chandler Nature Center may be available to rent without two weeks advance notice.
- A multipurpose room reservation can be made up to 365 days in advance, but no less than 60 days in advance, and must be a minimum of four hours. A minimum payment of 2 hours is required for multipurpose rooms at time of reservation. The remaining balance must be paid in full 60 days prior to the event date. If the balance is not paid 60 days prior to the event, the event will be canceled, and the City of Chandler will not refund the payment.
- All reservations are booked on a first-come, first-served basis.
- Facility rentals are not available on City-recognized holidays or when another City event is taking place on site.
- Multipurpose room and Chandler Nature Center classroom reservations may be booked until 12:00 a.m. (midnight).
- Multipurpose room and Chandler Nature Center classroom rental fees include the designated room(s), a one-time set-up of tables and chairs, and staff to monitor the rental.
- A meeting with the rental coordinator is required prior to any after-hours multipurpose room or Chandler Nature Center classroom rental.
- The City of Chandler is not responsible for personal equipment or items left in the facility.
- The permit holder will be held responsible for the actions of all rental attendees.
 - Children must be under adult supervision at all times.
 - Appropriate noise levels must be maintained.
 - Guests must not loiter in areas not reserved by the permit holder.
 - All guests must enter and exit through the designated entrances.
- Only service animals are permitted inside the facility. Service animals are defined as dogs or miniature horses that are individually trained to do work or perform tasks for people with disabilities. Service animals must be housebroken and under the owner's control. Animals whose sole function is to provide emotional support do not qualify as service animals under the Americans with Disabilities Act (ADA).

- Smoking is not permitted inside the facility, courtyard, or patio at any time. (City Ordinance #1767)
- Room occupancy limits, as established by the Fire Marshall, apply and vary with set-up options. Emergency exits must remain clear.
- No exchange of money can take place on City property. Event registration fees and tickets, if applicable, must be pre-sold off-site. This includes silent auctions, food, beverages, admittance tickets, and monetary donations. Please contact the rental coordinator to discuss the option of adding a peddlers permit to your event.
- The permit holder is responsible for the cost of repairs and damages, including triggering alarms.
- Reservation hours must be strictly observed. It is the duty of the permit holder to ensure that guests depart the facility on or before the time designated on the Facility Use Permit. Rental staff reserve the right to contact non-emergency police if the permit holder or any members of the permit holder's group will not vacate premises after their rental time has ended.
- Facilities are multi-use and may have other activities and events occurring at the same time.
- Security cameras may be present throughout the facility including rentable spaces.

SET-UP/DECORATION/CLEAN-UP

- Rental staff will set up according to the agreed-upon table and chair arrangement.
- The permit holder must provide their own ladder and supplies needed for decorating.
- Only painter's tape can be used on the walls. All tape must be removed after use.
- No adhesives or tape to be used on floors.
- No items may be hung from ceiling, sprinklers, or curtains.
- All balloons must be removed at the conclusion of the event. Balloons must be secured with a 20-foot string and weighted. If helium balloons become untied in rooms with ceiling fans, the fans will be shut off for the remainder of the rental to avoid damage.
- Glitter, confetti, confetti balloons, silly string, powdered dyes/chalk, sparklers/fireworks, fog or smoke machines, rice, and birdseed are not allowed.
- Tablecloths or drop cloths are not provided but may be required, depending on rental activities.
- Tablecloths are required if serving food.
- Open flames are not allowed, including propane cooking equipment within 75ft of the building. The only exception is chaffing dishes for food warming.
- Guest must leave the facility by the end of the event. Only individuals involved in the clean-up are permitted to remain during designated clean-up time.
- Upon completion of the reservation, the renter is responsible for clean-up. Cleaning includes removing all decorations, clearing off tabletops, removing table coverings, and wiping down all tables & counters; sweeping & spot-mopping floors; wiping down chairs; and disposing of all trash and recyclables into the designated collection area. Rental staff will show the permit holder where to find the designated collection area for disposal at your rental site.
- Cleaning supplies and trash bags are provided by rental staff.
- A staff member will complete a pre-rental and post-rental form with the permit holder.

EQUIPMENT

- Each facility offers a variety of audio/visual equipment. Equipment use must be pre-arranged. Equipment must be returned at the end of the reservation.
- See the location/facility specific addendum for additional information regarding equipment at that location.
- If equipment is being rented from an outside vendor, it is the responsibility of the permit holder to obtain permission from the rental coordinator. The permit holder is responsible for making arrangements to meet the vendor at the facility no earlier than the start of the reservation time to accept the deliveries. Staff will not be responsible for items while they are on the premises. Rented items must be removed before end time designated on the facility use permit.

CANCELLATION POLICY

In case of cancellation, the refund policy is as follows:

- 7-12 months prior to rental, 25% of payment is withheld.
- 2-6 months prior to rental, 50% of payment is withheld.
- 2 months or less, no refund is issued.

OUTSIDE FOOD, CATERING AND ALCOHOLIC BEVERAGES

- Outside and catered foods are permitted for facility rentals.
- Please contact the rental coordinator to discuss the option of adding an alcohol permit to your event at Chandler Community Center or Tumbleweed Recreation Center.
- See the location/facility specific addendum for additional information regarding alcohol permits and vendors at that location.

NON-PROFIT, GOVERNMENT AGENCIES, AND SCHOOL DISTRICTS

Discounted rates are available to 501(c)(3) non-profit organizations based in Chandler.

RENTAL STAFF RESPONSIBILITIES

Rental staff will be on-site for the duration of the reservation. Their primary duties include:

- Preparing reserved space according to specifications prior to renting party's arrival and granting room access at the start of the reservation.
- Conducting a pre-rental walkthrough with permit holder.
- Answering questions and troubleshooting rental-related issues.
- Providing additional supplies such as tables, chairs, trash bags, cleaning supplies, etc.
- Enforcing policies.
- Providing courtesy time warning prior to reservation end time stated on permit.
- Conducting a thorough post-inspection of reserved room(s) and facility equipment and collecting permit holder signature on post rental form.

Rental staff are not able to assist in the following:

- Serving or preparing food.

- Transporting materials to or from vehicles.
- Adding additional rental time to the reservation.
- Setting up decorations.

CONCLUSION

The City maintains the right to implement changes and additional rules/regulations to any reservation as needed, to ensure the safety and security of City staff, guests, and facilities.

It is the responsibility of the permit holder to relay the rules and regulations to their entire group. Failure to adhere to the rules and regulations outlined in this document may result in expulsion of the permit holder and all attendees of the reservation, as well as forfeiture of any future use of City of Chandler Recreation facilities.

Permit Holder Printed Name: _____

Permit Holder Signature: _____ Date: _____

Rental Coordinator Signature: _____ Date: _____