

## Willoughby Hills Community Center Operating Policies

Invitation Address: 35400 Chardon Road, Willoughby Hills, Ohio 44094

**How to Rent:** To view a room, for rental, please call to make an appointment by calling the Recreation Office at (440) 975-3540 or by sending an email request to [Recreation@willoughbyhills-oh.gov](mailto:Recreation@willoughbyhills-oh.gov). Appointments are made Monday-Friday from 9:30am to 1:30pm. Rooms are not shown on weekends. After viewing a room, should you wish to rent, details (date, time, room, serving of alcohol, etc.) of your event will be taken, and a rental contract agreement will be emailed or mailed to you.

### **VIOLATION OF THE OPERATING POLICIES WILL RESULT IN LOSS OF SECURITY DEPOSIT AND WE RESERVE THE RIGHT TO CANCEL YOUR EVENT WITHOUT REFUND**

- **Contract Holder**- as the **Contract Holder/Renter** you are responsible for all payments (no 3<sup>rd</sup> party payments), communications, and must be in the room check in through check out on the day of your event. Your signed contract holds you responsible for abiding by all rules and regulations stated on your contract and our Operating Policies. **Renting a room for a third party is not permitted.**
- **All payments must be made by the Contract Holder.** Third party payments are not permitted.
- **Emergency Contact** - If you have an **emergency on the day of your event**, please call Dispatch at 440-942-9111. They will contact the Center's employee and relay your message. This is only for emergencies. Our phones are not answered over the weekend, but messages can still be left.
- **Arrival for Event** - Should you arrive before your scheduled start time, please wait for the City employee to arrive to open the doors. Do Not Call 911. Dispatch can be called at 440-942-9111 should the building not open within a 15 minutes of your scheduled arrival. Please *do not* seek assistance at the Willoughby Hills Library. **The Willoughby Hills Library is not involved in or responsible for rentals and special events held in the building.**
- Events are cancelled ONLY when the City of Willoughby Hills Declares a State of Emergency because they are unable to keep up with the roads due to the weather conditions. The City of Willoughby Hills Recreation Department will notify you immediately if this should occur. You will have the choice to receive a full refund, or reschedule your event. **Refunds will not be issued nor will we reschedule an event if you should choose to cancel on your own within the contract limitations.**
- City employees will provide set up and tear down of tables/chairs. Renters must provide set-up requirements no less than 14 days before event. Renters have the choice of round or long tables -- both seat 8 guests per table. Renters must use the chairs and tables supplied by the City, which are included in rental fee. Changes to rooms set up are not permitted after room has been set up. Renter must ask City Employee to move furniture. **No additional or outside vendor rental of equipment (tables, chairs, etc.,) are allowed.**
- All parties are to take place within the room on your contract. Use of any other rooms is prohibited. Furniture and decorations are **not permitted** outside of the room. Guests **are not permitted** to eat, drink or to block the hallways/bathrooms.
- We do not offer a Ready Room in the Community Center. The bathrooms are not to be used as a Ready Room.
- Each room has a Maximum capacity set by the Willoughby Hills Fire Department, as referenced on your contract. Rooms exceeding the maximum capacity will be told to comply with the designated numbers immediately. **Noncompliance will result in the termination of your event, without refund.**
- Rentals are based on a consecutive 7-hour time window. Renters may not enter the room before the scheduled start time. This applies to Renters, Decorators, Caterers and *all* other event coordinators/deliveries. **Set up or drop off of items before the start of 7-hour rental period is not permitted.**
- Within the last hour of your event you must be preparing for departure. Cleaning supplies will be provide at this time including a mop, bucket and vacuum to be used for cleaning up any mess you and your guest have created as part of your check requirements. **If room is not vacated on time, Renter will be asked to leave and forfeit their security deposit.**
- It is the responsibility of the Renter to advise caterers/planners and all other event coordinators, in advance, of Community Center operating policies, including Renter's start and end of rental time.
- Please do not advise caterers/coordinators/vendors to contact the Recreation Office for information or to make special arrangements. All communication must be done by the Renter.
- If additional hours are needed; they may be purchased, no later than one month prior to event date, at \$50.00 (O'Ryan) or \$25.00 (Lions, Schaefer, Historical) for each additional hour, by the Renter. Rental hours must run consecutively with contracted time and be within building hours.

- For events serving alcohol, see the Alcohol Policy on Page 4 for details.
- As the building is opened according to daily event schedule, renter must arrive promptly at scheduled start time. A City employee will meet the renter at the building. If Renter arrives late, ***the loss of time can not be added to the end of the event, or deducted from rental fee.***
- **If Renter arrives *over two hours past scheduled start time*, and in the interim does not advise City employee of their whereabouts, the City reserves the right to cancel the event. No rental fee reimbursement will be given.**
- The Veteran's Memorial Park Gazebo (located at the front of entrance of the Community Center) is not available for rental and cannot be used for ceremonies/events.

**Renters are responsible for having room/kitchen cleaned up and ready to vacate by scheduled departure time.** Renter is responsible for leaving the room in the same condition as it was found upon their arrival. If room is damaged or additional clean-up is required by City employees, the renter will be billed for any repair and/or clean-up costs, and the security deposit will not be returned. All cleaning supplies will be provided to Renter. **Security Deposit will be withheld if the room is not signed off with the monitor.**

All food, beverage, decorations, props, DJ equipment, catering supplies, etc. must be removed from the building and premises by the end of rental period. **Any items left behind will be discarded and your Security Deposit will be withheld.**

Only those rooms specifically rented may be used, this includes equipment (refrigerators, stoves, etc. located in other rooms). You cannot go into other rooms and ask to use their area or items.

Kitchens are for warming and organizing of food. **Full meal preparation and cooking is prohibited.** Cleaning supplies, ice and (1) 55 cup coffee pot are available upon request. **The Schaefer/Historical Rooms do not have refrigeration, freezer or an oven. The Dishwasher and Griddles in the O'Ryan Room are not for use by renters. Disc Jockeys and other entertainment requiring substantial equipment set-up are allowed ONLY in the O'Ryan Room. Volume must be kept to a reasonable level.**

The City of Willoughby Hills is not responsible for any lost or stolen items.

- \* **You may choose round or long tables, or a combination of both. Both sizes accommodate comfortably a maximum of 8 chairs per table.**
- \* **Per Health Department regulations, all tables must have table coverings, *supplied by the renter.* Table Sizes: Long 8' X 2.5' takes 54" X 108" tablecloth. Round: 60" diameter, takes 84" tablecloth.**
- \* **Renter/caterer is responsible for providing: all food, beverage, dishware, table coverings, warming dishes, condiments, flatware and utensils, AV equipment, extension cords, and cleaning the room/kitchen after event.**
- \* **City provides: Room, tables/chairs, (set-up & take-down) kitchen/kitchenette, coffee pot, trash bags, cleaning supplies and ice.** The name and room location of your event will be posted on main lobby display board.
- \* **Please advise us of the number of guest tables/chairs and food/misc. tables required no less than 14 days before your event by returning the Set-up/Layout Request forms that you received with your contract.**

**NO DECORATIONS MAY BE HUNG ON THE WALLS, FROM CEILINGS OR LIGHT FIXTURES.**

**THE CITY OF WILLOUGHBY HILLS PROHIBITS THE FOLLOWING:**

- \*Glitter, confetti and rose pedals decorations
- \*All open flames of any kind. (Only Sternos for heating food are allowed and the candles for a Birthday cake).
- \*Party favors containing liquids, dyes, soaps, etc. (This includes "Squirt" and "Bubble" pens)
- \*Reverse Raffles, Games of Chance, and Gambling
- \*Sitting/standing on tables and/or standing on chairs is prohibited.
- \*Popcorn makers and other novelty/festival type food appliances and (Snow-cone, Cotton Candy, Slushy, Photo Booth, etc.) machines.
- \*Fog, smoke machines, fireworks or pyrotechnics of any kind.
- \*Grills are not permitted inside or outside.
- \*Music containing profane, offensive or vulgar lyrics and adult entertainment (i.e. Strippers, exotic dancers, etc.)
- \*Disc Jockeys, Bands, Microphones and/or Speakers over 12" are **NOT** permitted on the lower level. Music level cannot be louder than guest, for background sound only.
- \*By City Ordinance, profane language and boisterous behavior is strictly prohibited. Any guests using profanity towards other guests, city employees, or any other persons in or around the building, will be evicted from premises.
- \*Discourteous behavior towards any city employee before, during, or after an event is prohibited and may result in forfeiture of current and/or future bookings. This includes not adhering to scheduled arrival/departure per rental agreement.

All youth activities must be adequately chaperoned with adult supervision. Teen events must have at least one adult for every 10 children.

All food/refuse removal. Lions, Schaefer and Historical all trash must be securely bagged by Renter and placed in kitchen for City employee to remove. O'Ryan Room all trash must be securely bagged by Renter and placed in dumpster located directly outside the O'Ryan kitchen's door. All trash cans are to be relined with bags that are provide.

O'Ryan Room renters have access to the deck April 15 through October 15. This is a Community deck. Renters are not permitted to take additional furniture on the deck. Food/drinks cannot be set up to serve on the deck. Smoking is permitted on the deck only. Renter is responsible for the clean-up of the deck. **The Community Center is a non-smoking facility.** A \$100.00 fine will be charged to anyone smoking in the building or directly outside any of the entrances.

Renter is responsible for ensuring that all guests conduct themselves in an orderly manner. The City of Willoughby Hills reserves the right to evict any person(s) that is disruptive, and/or end any event that is disruptive. Refunds will not be issued.

All outdoor signs, balloons, etc. must be removed immediately after event by renter. Failure to remove the signs will result in loss of your security deposit. The following rules apply to outside signage for Community Center events:

- Quantity – maximum of 2 signs
- Size – not to exceed 36" X 24"
- Placement – within 15' of both sides of driveway entrance
- Hours – may be placed within one hour before the event and must be removed immediately after event ends
- Type – directional sign to identify the type of event and the honoree (i.e. Jean's Baby Shower, Pete's Graduation, Senator Jones' Fundraiser). Please note that the Community Center is housed on City property; therefore, campaign signs are not permitted.
- Nothing can be attached or tied to City property.

\* **Children must be supervised by a parent or other responsible adult over the age of 18.**  
 Running or playing in hallways, stairways and elevator is prohibited. Please advise your guests that they are responsible for their children while in the building. Sports are prohibited in the building. No outside activities can take place. Your event is limited to your room! **Violations will affect return of Security Deposit.**

## **ALCOHOL POLICY**

**When alcohol is served at any event in the Community Center, a security guard must be present.** This applies to: *Beer, wine, liquor, champagne, spiked punches, blender drinks, and any beverage containing alcohol.* The Security Guard will be an off-duty Willoughby Hills Police officer or the Safety Director. A Security Request must be filed with the Recreation Office by the Renter no later than one month (30 days) before the event if alcohol is being served. The Request will then be forwarded to the Police Department. Renters should **not** contact the Police Department directly to schedule an officer for an event. There is a 3-hour minimum per Security Guard.

**Renter is responsible for paying the officer cash (\$35.00 per hour) directly at the beginning of the event.** Security is required from the time guests are being served alcohol, until the Renter's scheduled departure time from the room; **this includes during clean-up.** If the event starts later, or ends earlier, than the scheduled start/end times, the Renter is still responsible for paying the Security Guard for the entire scheduled time frame.

Renters serving alcohol are required to adhere to the same 7-hour rental time period as Renters that are not serving alcohol. Renters serving alcohol are required to exit building at scheduled end of 7-hour rental period. *Additional time can not be procured by compensating the Security Guard on duty for additional time.* The Security Guard is scheduled to leave the building at the end of scheduled 7-hour rental period. If Renter does not comply, Renter will be required to leave building and retrieve belongings at a later time. If room is not vacated on time, Renter will forfeit their security deposit.

**Renters found serving and/or consuming alcohol without completing a Security Request form will be evicted from the premises and will result in loss of security deposit. Alcohol is permitted only in the room that is rented.** It is not permitted outside of the room that you have rented.

Only the Renter is permitted to bring in alcohol for the event. Guests are not permitted to bring alcohol into the Center.

No drinking is permitted before scheduled Security Guard arrives.

Alcohol-themed events (in which the sole purpose is the consumption of alcohol) are prohibited. Drinking games are prohibited.

**Sale of alcohol of any kind is prohibited. This includes cash bars and sale of tickets (before or during event) for alcohol. Underage drinking is prohibited. Violations will result in immediate removal and loss of security deposit.**

## **Community Center Rental Hours**

Monday – Thursday 9:00 a.m. – 10:00 p.m.  
 Friday & Saturday 9:00 a.m. – 12:00 a.m.  
 Sunday 9:00 a.m. – 9:00 p.m.

**Note:** *The above times are when the building opens and closes. All events must end and begin clean up at least one hour before building close time. No exceptions.*

**COMMUNITY CENTER ADDRESS:** 35400 Chardon Road, Willoughby Hills, Ohio, 44094. *(Please use this address on your event invitations). Do not use the Recreation Department's mailing address of 35405 Chardon Rd. on event invitations)*

The Community Center is located ¼ mile East of Rt. 91 (SOM Ctr. Rd) and Rt. 6 (Chardon Rd.). The Community Center is across the street from Willoughby Hills City Hall and Fire Department.

To make a reservation, please email [recreation@willoughbyhills-oh.gov](mailto:recreation@willoughbyhills-oh.gov) or call 440-975-3540. Details (date, time, room, number of guests, etc) of your event will be taken, and a rental agreement will be mailed to you.

The Recreation Office is open Monday through Friday (9am – 2pm), and closed on Saturdays, Sundays and Holidays. Phones are not answered after weekday hours or on the weekends.

The Willoughby Hills Library is located in the Community Center, but operates independently from the City of Willoughby Hills. The library is not involved in rentals and are not responsible for any rental issues. All questions should be directed to the Recreation Office.

## **APPOINTMENT IS NEEDED TO VIEW ROOMS AND THERE IS NO SHOWINGS ON WEEKENDS!**

**RETURN OF SECURITY DEPOSITS:** We automatically submit for your security deposit return no later than the following Tuesday after your event, as long as there are no issues/concerns. If there are issues/concerns, we will contact you no later than close of day the Tuesday after your event to discuss. You will receive your **security deposit 30 days after your event** in a form of a check from the City of Willoughby Hills.

**RETURN OF ROOM RENTAL FEES:** Room rental refunds are submitted to Willoughby Hills Finance Department and a check for reimbursement will be mailed within 30 days from submitted date.