



Event Services at Central Park FAQ's

Lead time for Application Processing

Operating Hours Use: Monday – Friday | 8:00 a.m. – 8:00 p.m.

- Small, Medium, & Large rooms must be requested fourteen (14) days prior to event date.
- Event Halls & Mesa Courtyard must be requested thirty (30) days prior to event date.

Extended Hours Use: beginning at 8:00 p.m. on Friday, all day Saturday, all day Sunday, and times prior to and after weekday Operational Hours. Requires a four (4) hour minimum charge. This excludes Central Park Event Halls on Saturday.

- Small, Medium, & Large rooms must be requested thirty (30) days prior to event date.
- Event Halls & Mesa Courtyard must be requested forty-five (45) days prior to event date.

Premium Hours Use: Rental usage of Central Park Event Halls all day Saturday. A six (6) hour minimum rental charge is required.

- Event Halls must be requested forty-five (45) days prior to event date.

1. What are the hours of operation for events?

Reservations can begin as early as 6:00 a.m.; must be cleaned up and vacated by 1:00 a.m. at the latest

2. How do I reserve an event or meeting space at Central Park?

- 1) Applicants must be twenty-five years or older.
- 2) Applicants must submit a facility reservation request packet along with a payment of the deposit (varies; refundable) and \$35 application fee (non-refundable).
- 3) A tentative permit will be issued for applicants review and signature.
- 4) Request will be submitted for review. Allow 2 – 3 weeks for approval or denial via email.
- 5) All fees must be paid thirty (30) days in advance of a reservation, sixty (60) for event halls & Mesa Courtyard. Payment can be made online at www.rcpark.com. Personal checks will not be accepted within sixty (60) days of the reservation.

Acceptance of rental packet, deposit, and application fee does not guarantee the room(s) to the applicant. Final Permit is not valid until signed by the Applicant and Event Services Coordinator.

3. How far in advance can I book?

- Rancho Cucamonga Residents can reserve a facility up to eighteen (18) months before the event date.
 - Must provide government issued Identification Card and current utility bill.
- Eligible Non-Profits can reserve a facility up to twelve (12) months before the event date. Must submit non-profit application, rates based on approval.
- Non-Residents/Commercial Business can reserve a facility up to eighteen (18) months before the event date.

4. Can I schedule a tour of the facility?

Central Park is open to the public on the senior side Monday – Friday from 8:00 a.m. – 7:30 p.m.
Visit www.RCpark.com for virtual tours, click the Event Space & Park Shelter Reservations icon.

5. What is included with my reservation?

The facility provides standard tables and chairs for all events inside the building (excluding Mesa Courtyard). City Staff will set-up and tear-down tables, chairs, and facility equipment. Staff are only permitted to handle City of Rancho Cucamonga property. Tables and chairs provided by the client will not be set-up or handled by facility staff.

City table measurements: Rectangle Tables, 6' long x 30" wide; Round Banquet Tables: 60" round



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6. May I have equipment and/or supplies delivered?

Any deliveries for your event must be received and signed for by a member of the rental party AND occur during contracted time. All rental equipment must be removed immediately following your event, within contracted time. Staff will not accept any deliveries.

7. What is my permitted time frame onsite?

The applicant, their contractors, vendors, guests, etc. may not enter or occupy the rented space prior to the contracted time detailed on the approved permit. The applicant must account for their set-up time, decorating, deliveries and clean-up time when submitting the original request. The applicant and all associates will be permitted entry into the rented space at the time indicated on the approved permit. If applicant or designee stays after contracted time, over time charges will incur at the rate of time and half (1.5) for the room, staff and if applicable, security and any third-party vendor fees.

8. Can I serve alcohol at my event?

- Requests for Alcohol Services must be approved by the Event Services Division. Additional fees, Insurance and Security are required if the use of Alcohol is approved.
- Alcohol service will only be permitted for events when the Guest of Honor is over the age of 21.
- Beer, wine, and champagne ONLY. A licensed and TIPS certified Caterer or Bar Service can serve for a maximum of a consecutive 4 hours. Alcohol service MUST end 2 hours prior to vacate time. Bartender's proof of license and TIPS certificate due 2 weeks prior to reservation date.
- Estimated additional fees range from \$1,000 - \$2,000. Subject to change.

9. May I bring in a caterer of my choice?

For your convenience, you are welcome to choose your own caterer or provide your own food and beverage. If you hire a caterer or wait staff to cook or serve food onsite vendor must have:

- 1) City of Rancho Cucamonga business license (Business Licensing will require a copy of the current health permit. Please notify Business Licensing if your permit has been issued by another County that is not San Bernardino County due to the address of the business.)
- 2) Certificate of Insurance with Additional Endorsement, they are required to provide a current
- 3) San Bernardino County Health Permit (If a business is NOT located within San Bernardino County, then the Health Permit from their resident County will be accepted.)
- 4) ALL STAFF WORKING ON SITE must have a Food Handlers Card issued by San Bernardino County, Environmental Health Services

*Grills, Barbeques, Gas or Butane grills are prohibited.

10. May I decorate the space reserved?

Decorations and visual aids must be freestanding and may not be nailed, taped, stapled, or tacked to the walls, windows, floor or structures. Any vendors providing a décor service must comply with Vendor Requirements. Candles and open flame are prohibited.

11. Who is responsible for clean up after my event?

Applicant is responsible for all cleanup of the reserved space after the event and prior to the contracted end time. All trash must be placed in provided trash bins. All decorations and personal property must be removed by end of contracted time. Kitchen must be left in the condition it was provided. All third-party vendor items contracted by the applicant must be removed by end of contracted time. Failure to comply with cleanup procedures may result in additional charges.

12. What if I am a non-profit organization?

Non-profit organizations that provide a significant service to the community may be eligible to use City facilities under the reduced fee classification. Non-profit organizations must be approved by the Community Services Department and events must be in support of the organization's mission. Based on approval and event justification letter, organizations will be charged the appropriate fees for their group classification.



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13. The Rental Deposit is refunded within approximately 2 to 4 weeks after the date of facility use if all conditions of the contract are met, no additional charges are incurred and there is no damage to the facility.

14. Cancellation Policy

In the event the applicant requests a cancellation or rescheduling of their rental event after seven (7) calendar days from the time of the approval of the Permit, a cancellation or rescheduling fee is withheld from any fees paid and/or the rental deposit.

Refunds of facility rental fees (excluding the Application **and** Cancellation/Rescheduling Fee) will be processed as listed below.

- \$25 for all Small Room Rentals
- \$50 for all Medium and Large Room Rentals
- \$75 for all Event Hall Rentals
- \$50 for all Courtyard Rentals
- Non-refundable Application Fee \$35 or \$50 Alcohol Application Fee

There will be a 4% non-refundable service fee for each financial transaction processed through the Active Net software system. The fee will be charged to all facility rentals.

| Room Size | Days Prior to Scheduled Rental | | |
|---------------------------------------|--|--|--|
| | 30 or more calendar days | 15 to 29 calendar days | Less than 15 calendar days |
| Small Medium Large Courtyard | Full refund of rental fees and equipment fees. Full refund of rental deposit* | 50% refund of all rental and equipment fees. Full refund of rental deposit* | Full forfeiture of all fees, including rental fees and equipment fees. Full refund of rental deposit* |

| Room Size | Days Prior to Scheduled Rental | | |
|---|--|--|--|
| | 30 or more calendar days | 15 to 29 calendar days | Less than 15 calendar days |
| Event Hall (Medium) Event Hall (Large) | Full refund of rental fees and equipment fees. Full refund of rental deposit* | 50% refund of all rental and equipment fees. Full refund of rental deposit* | Full forfeiture of all fees, including rental fees and equipment fees. Full refund of rental deposit* |

*All or a portion of the rental deposit may be retained to cover any unpaid fees.

15. Health and Safety Standards

The City of Rancho Cucamonga is following the California Department of Public Health and CDC Guidelines in our facilities and programs. For everyone's health and safety, we continue to ask our residents and patrons to stay home if they are exhibiting signs of COVID-19.