



EVENT SERVICES AT CENTRAL PARK FAQ'S

Thank you for your interest in our venue. The following is a list of Frequently Asked Questions, while this is not an exhaustive list of our policies and procedures, these are the most asked. Procedures are subject to change based on the needs of the department. If there are further questions beyond what is listed, please call, or email us (information at bottom of the page) and we'll be more than happy to help. We look forward to hosting your event, see you soon!

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

- Facility Reservation Requests are accepted on a first come, first serve basis.
 - *Applicants requesting to serve alcohol at their event, must submit reservation request at least 30 days prior to event date*
- Applicants must be twenty-five years or older.
- Applicants must submit a facility reservation request packet along with a payment of the deposit (varies; refundable) and \$35 application fee (non-refundable).
- A tentative permit will be issued for applicants review and signature.
- Request will be submitted for review. Allow 2 – 3 weeks for approval or denial via email.
- 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.*

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.

Lead time for Application Processing

Subject to change due to department changes and/or per the fee schedule

- **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.



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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

What are Group classifications?

The following categories are established as guidelines to determine priority usage and attaching fees associated with use (per City's fee resolution). Users may petition in writing to the Community Services Director to change their priority group status on a case-by-case basis.

How do I know what Group I am in?

Group	Organizations	Event Types
2	Resident non-profits; resident civic and athletic organizations; resident churches; resident public and private schools (including clubs, associations, boosters, etc.).	Events providing a direct benefit to City of Rancho Cucamonga residents (ex. public events, religious services, organizational meetings, or fundraisers).
	Other governmental agencies (County, State, School District, Water District)	Employee meetings and trainings.
3	Resident private party; employee organizations; political organizations, candidate campaigns; City of Rancho Cucamonga employees.	All approved functions.
	User Group 2	Private social events not in support of organization's mission
	Non-resident non-profits; non-resident civic and athletic organizations; non-resident churches; non-resident public and private schools (including clubs, associations, boosters, etc.).	Events providing a direct benefit to City of Rancho Cucamonga residents (ex. public events, religious services, organizational meetings, or fundraisers).
4	Resident commercial / business	All approved functions.
	Non- resident non-profits, non-resident civic and athletic organizations; non-resident churches; non-resident public and private schools (including clubs, associations, boosters, etc.).	Private social events not in support of organization's mission
5	Non-resident commercial / business	All approved functions.

Group 2 (Non-Profit Rate) Application Process

To request non-profit status with the City of Rancho Cucamonga, you MUST submit ALL 3 documents (listed below) before the application is considered complete. By submitting a non-profit application, you may be eligible to receive a reduced hourly rate depending on the nature of the event and the location of your organizations office (Resident or Non-Resident of RC). This application must be renewed every 2 years.

1. Non-Profit Application
2. Justification Letter: Submit a letter on the organization's official letter addressed to the Community Services Director explaining how the event will provide a significant benefit to the residents of City of Rancho Cucamonga. A letter must be submitted for each event to determine if the event is eligible for non-profit group rates.
3. Proof of Non-Profit Status: A Determination Letter (501(c)3 qualification letter) from the State of California must also be with a copy of the organization's charter. If an organization has applied to the State, then a copy of that State application must be submitted with this application to validate the organization is in the process of being considered a non-profit by the State.

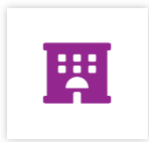


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Group 3 (Resident Rate)

- Residency Determination - Physical address will be identified as a business, school, church, group/organization that has a city address; a post office box is not a physical address. The organization must be based in Rancho Cucamonga not just have a member residing in Rancho Cucamonga.
- To receive the Rancho Cucamonga resident rate the following must be submitted:
 - Proof of Residency and Age is required: please email a photo of your valid ID or Driver's License with the physical Rancho Cucamonga address in addition to a current utility bill (SoCal Gas, Burretec trash bill, CVWD water bill, SoCal Edison Electricity bill).

May I schedule a tour of the facility?



Event Space &
Park Shelter
Reservations

By visiting www.RCpark.com a virtual tour can be taken of the event spaces at Central Park.

Click on the Event Space & Park Shelter Reservations icon (shown on the left).

Central Park is open to the public on the senior side Monday – Friday from 8:00 a.m. – 7:30 p.m. and if the room is not being used, guest are welcomed to view the space on a self-guided tour.

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

Remaining (Final) Payment

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. See PDF Online Payment Instructions.

- *Fees are subject to change based on current fee schedule, facility hours of operation, staff & safety requirements, added amenities, and vendor availability.*

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, open flame of any kind, fog and/or smoke machines are prohibited.

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.



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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.

Caterers/Vendors

For your convenience, you are welcome to choose your own caterer or provide your own food and beverage. Grills, Barbeques, Gas or Butane grills are prohibited.

Any vendor (Caterer*, DJ, Band, Florist, etc.) that is working on and/or providing a service on a City property is required to have the following documents. It is the applicant's (Client's) responsibility to provide these documents to the Event Services team at least fourteen (14) days in advance of the event date.

1. City of Rancho Cucamonga Business License
2. Certificate of Insurance with an Endorsement Page
 - a. A Certificate of Insurance that shows a \$1,000,000.00 policy aggregate and that also lists the City of Rancho Cucamonga as the certificate holder. The address that should be referenced on the certificate should be City of Rancho Cucamonga 10500 Civic Center Drive Rancho Cucamonga, CA 91739

-AND-

- b. An Endorsement page that lists the City of Rancho Cucamonga as additionally insured. Unlike the Certificate of Insurance, this page changes the insurance policy and is required for your event to move forward. Specific verbiage **MUST** appear on the Endorsement Page to make it valid.
3. San Bernardino County Health Permit, if applicable Any caterer or restaurant serving food on site are required to provide a Current San Bernardino County Health Permit OR provide a valid health permit in the county they reside.
4. Food Handler Card from San Bernardino County, if applicable ALL STAFF WORKING ON SITE must have a Food Handlers Card issued by San Bernardino County, Environmental Health Services OR in the county they reside.

**Note: If applicant is providing their own food, a health permit is not required.*

**Note: If applicant is providing their own food, a Food Handler Card is not required.*

Can I serve alcohol at my event?

- Applicants requesting to serve alcohol at their event, must submit reservation request at least 30 days prior to event date
- 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.



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- Estimated additional fees range from \$1,000 - \$2,000. Subject to change.

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.

When will I receive a refund of my rental deposit?

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.

Cancellation & Rescheduling Fees

In the event the renter requests a cancellation or rescheduling of their rental event after 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

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*

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

Room Size	Days Prior to Scheduled Rental		
	60 or more calendar days	30 to 59 calendar days	Less than 30 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.*



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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. City of Rancho Cucamonga's Community Services Health and Safety Standards continue. We ask that all patrons respect the choices of others when it comes to mask wearing. We also encourage everyone to wash their hands with soap and water to help decrease the spread of germs.

What is the Certificate of Insurance Charge on my permit?

All reservations require a Certificate of Insurance, the city will create a one-day certificate and charge it on your permit, or you may provide your own. Should you provide your own, the same requirements that vendors use must be met (see Caters/Vendors section on page 4).