



# Community and Cultural Center Operating Policies and Procedures

Updated December 2017

## **Welcome to the Morgan Hill Community and Cultural Center (CCC)**

Thank you for choosing to host your event at the Community and Cultural Center. The following policies and procedures apply to all customers of the CCC in addition to any terms and conditions included in a specific use permit. The policies and procedures are designed to help your event be successful and memorable. Please do not hesitate to contact us if you have any questions or need more clarity on any of the policies.

### **Availability:**

#### **Office hours:**

Monday - Friday: 8:00 am to 5:00 pm

#### **Rental Hours:**

Sunday-Thursday: 8:00am to 12:00am

Friday and Saturday: 8:00am-1:00am

## **Booking and Planning a Meeting/Event**

### **Making Reservations:**

- Reservations for one or more rooms may be made on a first-come, first-served basis up to 1.5 years prior to the event.
- Reservation Request forms can be downloaded from the City website, [www.mhcommunitycenter.com](http://www.mhcommunitycenter.com); or picked up at the Welcome Desk.
- When reservations are made, CCC staff will discuss the size and nature of the event to determine how the room can best be configured.
- Reservations will be confirmed and considered complete only after all required forms are signed; submitted and applicable fees and deposits are paid.
- Once a reservation is made, requests to change the date and time of the event are subject to staff and room availability.
- Reservations should include adequate set-up time. The customer is responsible to inform their caterer, florist, decorator, DJ and other vendors of the time that they can arrive to set-up.
- Reservations for an event comprised primarily of children under 18 years of age require supervision by at least one adult, 25 years of age or older, for every twenty children. The rental agreement will be issued to the adult responsible for supervising the event.
- If an event is reserved through a professional event planning company; we require the contact information of their client at the time of reserving the banquet room.

### **Refundable Damage Deposit**

#### **Banquet Rooms/Special Events:**

- Any event having dancing and/or alcohol; or is considered a special event requires a security deposit of \$500 at the time the reservation is made.

**Refundable Damage Deposits are refunded if the following conditions are met:**

- All criteria required in the Cleaning Responsibility section on page 4 and page 5 are completed.
- No damage or loss to the room and/or surrounding area are caused because of the rental.
- Use of the room does not exceed the scheduled time.
- All City equipment and property is accounted for and undamaged.
- Damage to the building has not occurred.
- Additional staff and/or security are not required to assist during or after an event.

**Rental Rates and Payments**

- Rental rates vary by space and will be based on time and day of the week (peak, sub-peak, non-peak).
- Rentals are available on an hourly basis.
- Current rental rates are published on our City's website [www.mhcommunitycenter.com](http://www.mhcommunitycenter.com)
- Rental of Hiram Morgan Hill and El Toro Rooms require a four-hour minimum during peak times.
- If a rental takes place on the following Holidays, peak rental fees will be charged, regardless of the day of the week:
  - Memorial Day
  - 4<sup>th</sup> of July
  - Labor Day
  - Thanksgiving
  - Christmas Eve
  - Christmas Day
  - New Year's Eve (event can run until 2am on this day)
- Payment of rental fees and applicable deposits may be made by cash, check, cashier's check, money order, VISA or MasterCard.
- Meeting rooms will be paid in full at the time of the rental.
- Special event and Banquet Room rental fees will be due no later than 90 days prior to the event. Rental applications submitted less than 90 prior to the event must be submitted with the full rental fee and security deposit at time of booking.
- Failure to pay fees on time may result in the cancellation of the reservation.

**Cancellation/Refund Policy**

**Event Cancellations**

- Reservations cancelled more than 90 days prior to the date of the event will receive a refund, minus a \$100 cancellation fee.
- Reservations cancelled less than 90 days prior to the date of the event will forfeit all money collected (including the Refundable Damage Deposit).
- All requests to cancel a reservation must be made in writing and given to the Recreation Event Coordinator.

**Meeting Cancellations**

- Reservations cancelled in writing more than 7 days prior to the date of the meeting will receive a refund of any fees paid.
- Reservations cancelled less than 7 days prior to the date of the meeting will forfeit all money collected.
- All requests to cancel a reservation must be made in writing and given to the Recreation Event Coordinator.

**Insurance Requirements:**

The customer will be required to show proof of liability insurance or purchase insurance through the City of Morgan Hill for any event that includes dancing and/or alcohol or is deemed a special event.

If a customer wishes to purchase insurance through their agent, please see Event Coordinator for current insurance requirements.

**Security Guards:**

- City approved licensed private security is required for events in which dancing is permitted, and/or amplified music is played and/or alcoholic beverages are served or sold.
- City staff will arrange for security by the pre-approved security company to operate at the CCC. The cost of the security guard will be added to the hourly rental rate.
- Event security will be authorized to enforce the policies and procedures of the CCC and will be required to be present for the entire timeframe indicated on the use permit.

**Room Set-up:**

- Basic room set-up is included in the room rental fee. Basic set-up includes the positioning of tables, chairs, and requested audio visual equipment based on availability.
- Any final changes to the set up must be submitted to CCC staff for approval no later than one week prior to the event.
- City staff will provide basic set-up of the rooms per the approved floor plan.

## **Policies During and After Meeting/Event**

**Concurrent Use of CCC**

- The CCC is a multiple use facility and concurrent use is common.
- Common areas, kitchen facilities, bathrooms and parking lot will be shared by multiple users.
- Exclusive use of the entire facility can be arranged with the Event Coordinator by renting the entire facility.

**Room Capacity:**

- The customer is responsible to ensure that the number of persons attending their event does not exceed the maximum capacity of the rented room(s) as determined by the City and/or Fire Marshal.

**Alcohol:**

- Alcoholic beverages of beer, wine, champagne and liquors may be served at the CCC to anyone over the legal age of 21 years old. However, events which are open to the public or at which alcoholic beverages are sold require the customer to first obtain a one day license from the State Bureau of Alcoholic Beverage Control.
- An event serving or selling alcoholic beverages will require liability insurance which may be obtained through the City and will require an additional fee.
- If alcohol beverages are being served or sold; a designated bar area must be set up with a non-drinking bartender (over 21 years of age) managing the bar area at all times. The customer must arrange for their bartender.
- Security guard(s) are also required when alcohol is present. Those City approved security

- guard(s) will be scheduled by the City staff.
- Alcohol is permitted in the Rose Garden with the garden gates closed, or in the banquet room that the customer has reserved.
  - Alcohol is not permitted in the hallways, restrooms, or kitchen.
  - If you are selling alcohol, having a fundraiser or selling tickets that include the price of an alcohol drink; the customer must obtain an ABC permit at [www.SNJ.Direct@abc.ca.gov](mailto:www.SNJ.Direct@abc.ca.gov), or by calling 408-277-1200.

### **Food During Rentals**

The CCC has a 750 square foot commercial grade kitchen facility which is shared with all room rentals.

- Customers are not allowed to cook in the kitchen, only food prep and reheating/warming is allowed.
- If you are selling food, having a fundraiser or selling tickets that include the price of food; the customer must obtain a Santa Clara County Health permit at [www.sccgov.org](http://www.sccgov.org), or by calling 408-918-4770.

### **Caterer Use**

- Customers may contract with a caterer that is on the City of Morgan Hill pre-approved caterer list provided at the time of booking.
- Caterers on the pre-approved caterer list are the ONLY caterers that can cook in the kitchen.
- Other caterers may be used but will need to provide a copy of their current year's insurance policy, health permit and business license one week prior to the event. Failure to provide these documents prior to the event may result in cancellation of your reservation. Non pre-approved caterers cannot cook in the kitchen, only prep and reheat.

### **Potluck/Food Delivery**

- Customers may bring in their own cooked food as potluck style.
- Customers may have a restaurant deliver and drop off the food.

### **Building Event Staff**

The City of Morgan Hill provides one staff member during events scheduled outside of the CCC office hours. This staff member may manage multiple events at the same time. Staff will:

- Unlock the building.
- Set-up the tables and chairs as requested in the customer's floor plan.
- Complete the pre-event walkthrough/checklist with the customer before any decoration set-up occurs or any kitchen processes begin.
- Will remain in the building for the duration of the event to help with any questions or issues that may occur.
- Will complete the post-event walkthrough/checklist with the customer at end of scheduled reservation time.
- Will re-lock the building and set the security system.

The City retains the right to impose extra charges for additional staff, if the City believes the nature of the event will require extra work or greater levels of City supervision, janitorial services, and/or security to serve the interests of the City, CCC or the public.

### **Cleaning Responsibility**

A cleaning check list will be provided to the customer at the beginning of the rental period and reviewed with the customer by the CCC staff on duty.

The customer responsibilities:

- Clean and wipe down all tables.
- Return the room to its original condition, including removal of all decorations.
- Remove all trash from the room, kitchen, and garbage cans and place in outside dumpsters.
- Recycle all cans and bottles and place in proper outside recycle dumpsters.
- Leave the kitchen free of any food and dishes.
- Kitchen counter tops must be cleaned and wiped down.
- The kitchen floor must be swept and mopped.

The CCC Staff responsibilities:

- Remove all tables and stack chairs (once they are cleaned by customer).
- Assist with providing customer proper cleaning supplies (garbage bags, brooms, mop, etc.).

**If additional cleaning by the custodial staff is required, the cost will be deducted from the Damage Deposit. If the required cleaning exceeds the amount of the damage deposit, the customer will be billed the balance.**

**Decorations:**

- Only freestanding decorations are permitted.
- Open flame candles are not permitted (including but not limited to candles, sparklers, fireworks, etc).
- Fog machines are not permitted.
- Items may not be affixed to the ceiling, doors, columns, walls, light fixtures or windows except where expressly permitted.
- The use of the following materials is not allowed inside or outside of the CCC: rice, birdseed, glitter, sand, hay, rocks, rock salt, confetti, dance wax.
- Tacks, nails, and staples and tape are prohibited everywhere in CCC except where expressly permitted.
- Balloons may be used but must be removed with remaining decorations at end of the event.

**Deliveries:**

The customer is required to sign for all deliveries for his/her event during the agreed upon rental hours. The CCC staff are unable to sign for event deliveries.

**Audio Visual:**

- Use of a projector from the CCC is subject to availability and may be requested at time of booking.
- Each customer must bring in their own laptop, tablet, or other media players. CCC does not provide laptops, tablets or other media players.
- The Hiram Morgan Hill and the El Toro Room each have two wireless hand-held microphones and the option of a lavalier microphone and additional wired microphones subject to availability.
- Customers are responsible for running their own audio visual equipment.
- Each customer may bring his/her own projector, sound system and/or microphone system if they wish. It is recommended that customers schedule a meeting prior to their event to test their equipment.

**BBQ's and Taco Trucks:**

- Pre-approval from the Recreation Event Coordinator is needed for use of a BBQ or Taco Truck.
- BBQ's and Taco Trucks are only allowed in the parking lot at the corner of Dunne Avenue and

Depot Street.

- Fire Extinguishers must be provided by the food vendor(s) and placed next to the BBQ and/or Taco Truck.

**Propane:**

- Propane heaters are permitted in the Rose Garden but not inside tents or canopies.
  - Must be placed 20 feet from the building
  - Must be placed on the cement surface, not the artificial lawn.
- Any customer using a propane heater must complete the special events application so the Fire Marshal can evaluate the application 30 days in advance of event.

**Bounce Houses:**

- The use of a bounce house is permitted through the City's pre-approved vendors and pre-approval from the Recreation Event Coordinator at least 2 weeks in advance of event date.
- The bounce house must be placed on the Amphitheater lawn, and the renter will also need to rent the Amphitheater.

**Canopies:**

- Canopies may be used in accordance with the following Fire Marshall safety requirements:
  - A canopy less than 400 square feet in size are permitted without restrictions.
  - Canopies larger than 400 square feet need to have a clearance of 20 feet between the eaves and the building and tent opening.
  - Covered walkways are permitted between the building and the canopy or tent.
  - Canopies cannot be staked into the amphitheater lawn or Rose Garden Lawn.
  - No propane heaters are allowed in tents or canopies or artificial lawn area.

**Animals:**

Animals (including performing animals, birds, or pets) are not allowed in the CCC without prior approval of the City, except for pets certified as companion or service animals.

**Child Care:**

- Child care is not provided by the CCC.
- Those wishing to provide child care for an event or activity must make individual arrangements with a private provider.

**Control of Premises:**

The City retains the right to control the management and operation of CCC and to enforce all laws, policies and procedures with respect to the use thereof.

**Internet/wi-fi access:**

Free wi-fi access is available.

**Lost Articles:**

Any articles left at CCC by persons attending any event will be held at the CCC for 30 days after the event and then be disposed of.

**Public Safety:**

- Activities at CCC shall be conducted with full regard to public safety.
- Customers shall not in any way block or interfere with aisles, walkways, exits and exit signs, including attaching anything to door knobs and/or panic hardware. All exit signs shall be kept clear and illuminated.
- All items brought into CCC must comply with state and local fire codes and other ordinances.
- The CCC is subject to fire and safety inspections at any time.
- The City reserves the right, and the customer has the obligation, to remove any person or persons who are disruptive or a danger to themselves or to public health, safety or welfare.
- Any public safety issues that occur while CCC is occupied shall be immediately reported by phone to 9-1-1 or the Morgan Hill Police Department 24 hour non-emergency phone number at 779-2101.

**Signs/Announcements:**

- Tape is not allowed on the interior or exterior of the building.
- Please contact the Welcome Desk at 408-782-0008 to discuss utilizing the outdoor digital display.
- For all other public announcements, there is one bulletin board designated for hanging announcements at the CCC for community wide functions held within the city limits of Morgan Hill. Please check in at the Welcome Desk for signage approval.

**Smoking:**

- The CCC is a non-smoking campus.

**Theft:**

- The customer assumes all responsibility for any property brought to CCC, or otherwise left at CCC during the term of the use permit.

**Amplified Sound:**

- The use of amplified sound is subject to City Ordinance noise restrictions and generally should not be played at a level which disrupts other customers or neighbors of the CCC.
- Sound must be turned down at the request of CCC staff.