



Washoe County Community Services Department, Regional Parks and Open Space

Policies and Procedures

Title/Topic: Facility Reservations	Number: 1.6.1
Author: Facility Reservation Sub-Committee	Effective Date: April 3, 2008
	Revision Date: November 7, 2012
Reviewed by: DA <input type="checkbox"/> ; HR <input type="checkbox"/> n/a; Risk Mgt. <input type="checkbox"/>	Number of pages: 5
Department Approval: Eric Crump, Operations Superintendent	Attachments: 2

I PURPOSE

The purpose of this policy is to standardize procedures and maximize efficiency and efficiencies in the reservation process, thus providing the facility user with a quality experience. Safety of the group, the public, and staff is addressed, as well as quality management of facilities.

A facility includes buildings, picnic/party pavilions and other outdoor areas built, installed or established as reservable areas. This policy does not address Special Events/Activities or Field Permits; they are discussed in other policies.

II PERSONS AFFECTED

All regular and seasonal Department employees involved in facility reservations, and patrons reserving Department facilities.

III POLICY

The Department will make reservations for facilities in a consistent manner, conducive to good communication between staff and with the intent to provide a quality experience for the group reserving the facility.

This policy covers all reservable facilities within the Community Services, Regional Parks and Open Space (Department), except where noted.

IV PROCEDURES

Determination of available facilities

1. Facilities that are historically available for reservation by the public or other agencies and have established fees approved by the Washoe County Board of County Commissioners (BCC).

2. New facilities that become available and are designated as reservable facilities by Department staff and/or the BCC.
3. Facilities noted in (1) and (2) above that have not been reserved or otherwise blocked in advance.

Methods of reservation

1. Telephone calls to Department Reservations staff, Monday-Thursday, 7:30 a.m.-5:30 p.m. (excluding holidays).
2. Online reservations through the Department Website. **Not yet available*
3. In person at the Department Administration Office located at 2601 Plumas Street in Reno, Nevada. Hours of operation are Monday-Thursday, 7:30 a.m.-5:30 p.m. (excluding holidays).

Limitations

1. Reservations, or changes to reservations, may be made on a first-come first-serve basis one year prior to the date of the event and no less than thirty (30) days for building reservations and fourteen (14) days for pavilion reservations prior to the event. Reservations and/or changes made less than fourteen (14) or thirty (30) days would be based on available resources.
2. The signed Group Use Permit, Hold Harmless Agreement and General Information page (Attachment A) are due 14 days after the reservation is made. For reservations made less than 30 days prior to the event, the signed permit is due within 48 hours of the time the reservation was made and prior to the start of the reservation. Failure to submit the signed permit will result in the termination of the reservation and facility use fees will be retained in accordance with the cancellation section of the Fees and Charges Policy.
3. Availability - The District Managers will determine the season of availability for the facilities within their districts.
4. Reservation times include setup, takedown and clean up.
5. Reserved hours must be consecutive.
6. Bounce houses and other portable amusement structures may be permitted in accordance with the Portable Amusement Structures Policy.
7. Group size is the total number of people expected over the course of the event, including caterers, vendors, photographers, etc.
8. Alcohol is not permitted at any reservable facility unless allowed through the permit. Appropriate insurance must be received by the Department prior to the date of the event.
9. No person under 18 years of age may make a reservation for any Department facility.
10. Animals (except for service animals) are not permitted in any reservable facility.
11. Amplified or loud acoustic sound is not permitted at any reservable outdoor facilities without prior approval from the Department designee. (see Chapter 95).
12. All facility rules and regulations must be followed at all times.
13. Events that violate any Department or Washoe County policy, or any local, state, or federal law, are prohibited.

Fees and Collection of Fees

1. Fees for facilities will be listed in the Fee Schedule approved by the Washoe County Board of County Commissioners (BCC).
2. Fees are due in full at the time the reservation is made.
3. Fees are to be paid to the Department in the form of cash, check, money order or credit card (MasterCard or Visa).
4. Checks will not be accepted less than thirty days prior to the event.

Refundable Cleaning/Security Deposits

1. Cleaning/security deposits are listed in the Fee Schedule approved by the BCC.
2. Applicable deposits are due at the time the reservation is made.
3. Deposits, or portions thereof, may be retained by the Department to cover any additional expenses incurred by the Department associated with the reservation, i.e. additional cleaning requirements, additional staff time, or damages caused by the group. An itemized list will be presented to the Permittee for verification of retained deposits.
4. If the Permittee does not vacate the premises at the time specified on the permit, the entire cleaning/security deposit will be forfeited.
5. If full deposit is to be refunded, it will be paid within three (3) weeks from the date of the event.
6. Partial refunds will be given after repair and/or cleaning bills have been submitted to the Department.
7. An itemized list will be presented to the Permittee/Applicant for verification of retained deposits.
8. Deposits will be refunded to the individual who paid the deposit in the manner in which it was paid. Deposits paid in cash or money order will be refunded with a check.

Insurance

1. As required by Risk Management.
2. Insurance certificates must be received and accepted by the Department no later than 14 days prior to the event.
3. For reservations made less than 14 days prior to the event, insurance certificates must be received and accepted by the reservation office within 48 hours of the time the reservation was made and prior to the start time of the event.

Damages

1. In the event that damages to a facility are in excess of the cleaning/security deposit, the Permittee will be billed in addition to forfeiting the deposit.
2. If the bill is not paid in a reasonable amount of time, collection proceedings will commence and future reservations will be denied.

Cancellation/Termination of Event

1. A Permittee may cancel a reservation in writing according to the Deposits/Refunds section of the Fees and Charges Policy.
2. Reservations may be cancelled by the Department before the event for failure to meet conditions and terms of the permit.
3. Cancellations will be accepted Monday through Thursday ONLY between 7:30 a.m. and 5:30 p.m.
4. A reservation may be cancelled before, or terminated during the event for any of the following reasons:
 - a. Information provided on the Facility Group Use Permit differs greatly from the actual event.
 - b. Member(s) of the group is in violation of local, state, or federal laws or ordinances.
 - c. Department or Washoe County Policy is violated.
 - d. Imminent danger to staff and/or guests.
 - e. Authorities order an evacuation of the facility.
 - f. Hazardous weather conditions.

Staff Responsibilities

1. Department staff will:
 - a. Receive calls and fill out appropriate paperwork.
 - b. Check online reservations and contact customers as needed.
 - c. Ensure online reservations system is functioning correctly and is updated as needed.
 - d. Collect fees and deposits.
 - e. Verify that insurance, when required, is in place. Process certificates of insurance
 - f. Refund all applicable deposits.
 - g. Contact facility staff if there are any questions or if the group has requested special allowances.
 - h. Begin collection proceedings, where necessary to do so.
2. Facility staff will:
 - a. Provide up-to-date information on reservable facilities to Department staff.
 - b. Check paperwork and/or online system and schedule staff appropriately.
 - c. Ensure the facility is clean and ready for the reservation.
 - d. Schedule cleaning services as necessary and appropriate.
 - e. Determine if the group is following guidelines set forth in the reservation permit.
 - f. Monitor the group during the event and notify the person in charge of the group as listed on the Group Use Permit if there are any concerns.
 - g. Assess the condition of the facility after the event and notify Reservations staff if any or all of the deposit is to be retained within seven (7) days of the event.
 - h. Determine the amount of the deposit to be retained, where applicable. Additional staff time, additional cleaning, damages to facility, and other factors will be taken into consideration to determine an amount.

VI ATTACHMENTS

Picnic/Party Pavilions

1. Picnic areas are available for reserved use Wednesday-Sunday from 10:00am until the time listed on the Picnic/Garden/Horse Arena Facility Hours Schedule (Attachment B). Exceptions must be approved by the Department prior to the event. Such events may be subject to the Special Event policy.
2. The Pavilions, located in the Melio Gaspari Water Playpark at Lazy 5 Regional Park and the Water Playpark at North Valleys Regional Park, are available for reserved use during the normal operating season of the Playpark. The Pavilions are available in 2 ½ hour, predetermined sessions during all open days. The session times are as follows:
 - ❖ 11:30 a.m. – 2:00 p.m. & 2:30 p.m. – 5:00 p.m.

Tables located in picnic shelters may not be removed from the shelters

Buildings

1. Buildings may be reserved between 8:00am and 10:00pm, Sunday through Thursday and between 8:00am and 12:00am on Friday and Saturday except as noted below.
 - ❖ Westbrook Community Center may be reserved only until 10:00pm all nights of the week due to the proximity to neighbors.
2. The minimum duration for building reservations is two hours.
3. Security Services will be required on any reservation that will go past 6:00 pm until 15 minutes past the scheduled end time. Security services must be provided through Washoe County's contract provider. The reserving party will be responsible for making arrangements, cost and providing proof of security services no later than 14 days prior to the event. Failure to provide services will result in termination of the reservation.

4. Hours of the reservation will not be extended on the day of the event. Groups will not be granted access to buildings before their time begins, nor allowed to stay past their scheduled departure time.
5. One facility reservation may be scheduled in an individual building per day. Requests for additional facility reservations on the same day may be approved by the Department based on available resources.
6. Events for minors (events for someone under 18) must end by 10:00pm.
7. Alcohol is not permitted at events for minors or events for persons under the age of 21.

Arboretum

1. Honey's, Burke's, Lear and Plaza Gardens (Group A and B) may be reserved according to the following schedule:
 - Beginning on the Saturday of Memorial Day Weekend thru Labor Day – 12:30pm-3:30pm and 4:30pm-7:30pm
 - From April 1st thru the Friday preceding Memorial Day and the first Tuesday following Labor Day thru October 31st – 11:00am-2:00pm and 3:00pm-6:00pm.
2. Kristen's, Columbus and Evan's Creek Bridge Gardens may be reserved according to the following schedule:
 - Beginning on the Saturday of Memorial Day Weekend thru Labor Day - 1:00pm-3:00pm and 5:00pm-7:00pm
 - From April 1st through the Friday preceding Memorial Day and the first Tuesday following Labor Day thru October 31st - . 11:30-1:30. Exceptions must be approved by the Department prior to the event. Such events may be subject to the Special Event policy
3. The minimum duration for Group A and B (large)garden reservations is three (3) hours and two (2) hours for small gardens
4. The Department may provide chairs at no charge for three (3) of the gardens (Burke, Honey's and Plaza). A total of one hundred (100) chairs are available per garden. Chairs from an outside source are allowed in Lear Garden only and must be removed from the garden by the reservation end time.
5. Under no circumstances will the hours of the reservation be extended on the day of the event. Groups will not be granted access to the gardens before their time begins, nor allowed to stay past their scheduled departure time.

Horse Arenas

1. Horse Arena Facilities are offered on a corresponding date basis to the group who reserved the facility the prior year.
 - a. Department staff will send out letters in December of each year informing prior users of their corresponding date for the upcoming year.
 - b. Users will have until the last business day in January to confirm and pay for their reservation.
 - c. The first business day in February, all unconfirmed dates may be reserved to anyone on a first come first serve basis.
2. Horse Arenas may be reserved from 8:00am until the time listed on the Picnic/Garden/Horse Arena Facility Hours Schedule (Attachment B). Exceptions must be approved by the Department prior to the event. Such events may be subject to the Special Event policy.

Regional Shooting Facility

1. Shooting Range facilities are offered on a corresponding date basis to the group who reserved the facility the prior year.
 - a. Department staff will send out letters in September of each year informing prior users of their corresponding date for the upcoming year.
 - b. Users will have until the last business day in October to confirm and pay for their reservation.
 - c. The first business day in November, all unconfirmed dates may be reserved to anyone on a first come first serve basis.
2. The Shooting Range may be reserved from 8:30-3:30 during winter hours and 8:00-4:00 during summer hours.

Group Use Permit and Hold Harmless Agreement (Attachment A)

Picnic/Garden/Horse Arena Facility Hours Schedule (Attachment B)