


<b>TOWN OF WOODFIN – POLICY STATEMENT</b>		Policy #:	
Department: Parks & Recreation		Issuing Date:	07/19/2022
 <p style="text-align: center;"><b>Facility Rental Policy</b></p>	Policy Title:	Effective Date:	07/19/2022
		Revised Date:	01/17/2023
		Prepared By:	Ryan Vinson, Town Clerk Shannon Tuch, Town Manager
		Approved By & Date:	Town Council 01/17/2023

**PURPOSE:** The intent of this policy is to provide clarity regarding facility rental criteria and town and renter responsibilities and expectations. The policy further provides and flexibility to facility users and to respond to requests for refunds and waivers in a fair and consistent manner.

**POLICY:**

I. **Reservations.** Reservations shall be accepted on a first-come, first-served basis with activities sponsored by the Town of Woodfin given scheduling priority. Reservations may be made up to six months in advance and are not confirmed until all fees and/or deposits are paid in full. The Town Manager, or his/her designee, reserves the right to refuse any reservation based upon the proposed use, previous rental history, or any other factor that may negatively affect the facility.

Reservation requests will not be accepted with less 48 hours’ notice and shelter usage will be on a first-come, first-served basis.

- II. **Rental Fees.** A rental fee, as adopted in the town’s fees and charges, shall be paid at the time of reservation.
- III. **Rental Deposit.** A rental deposit, as required by the town’s fees and charges, shall be paid at the time of reservation and is fully refundable provided that no damages occur, and the property is left clean and orderly. Deposit refunds may take up to two weeks to process and will be issued in the manner in which it was originally paid. A forfeiture of the deposit may occur if any of the following circumstances are discovered in association with the rental:
- A. Damage to the grounds, building, furniture, or equipment, not including normal wear and tear.
  - B. Alcohol is found on premises
  - C. Prohibited decorations including glitter, confetti, paint, or adhesives are used.
  - D. Signage for events is not removed and/or is found on municipal signs, street signs, or utility poles.
  - E. An activity occurs on the property that violates any Town of Woodfin ordinance, including the town’s noise ordinance (22-130 & 22-131).
  - F. The facility is not vacated by the end of the reservation.
  - G. The key to the facility is not returned by the close of the following business day.

IV. **Town Access and Responsibilities.** The town of Woodfin staff is authorized to have access to any activity at any time to ensure the activity is in compliance with the Town of Woodfin’s policies and agreements. Prior to the event date, the town will make sure the facility and all its systems are operational, including but not limited to lights, heating and cooling, and kitchen appliances and that bathrooms are clean and properly supplied. A copy of the town’s policy and other applicable information shall be supplied to the renter at the time of payment along with instructions on when and how to contact staff.

- V. Renter Access and Responsibilities.** Rental of town facilities includes access to the facility prior to the scheduled event, as described in the applicable rental agreement. The facility must be cleaned and secured (as applicable) by the end of the event, on the day of the reservation.

It is the responsibility of the renter to review the town's facility rental policy and to follow all applicable rules. Any issues or concerns discovered during the period of rental should be reported to town staff as soon as practical.

- VI. Rental Refunds.** All requests for facility rental refunds must be submitted in writing and include an explanation for the request. Refunds will be processed according to the following:
- A. A full refund is given if the town cancels a facility rental.
  - B. A full refund, minus a \$5.00 administrative fee, will be considered if a refund request is submitted within 48 hours of the reservation. A refund may be requested for any reason.
  - C. No refunds are considered after the scheduled date of the facility rental.
  - D. No partial refunds will be granted.
  - E. Selected rentals may contain exceptions to the refund policy. For further details, please refer to the facility rental information.
  - F. Appeals of a denied refund request should be submitted to the Town Manager in writing providing the justification for reconsideration of a refund. The Town Manager, in their discretion, may grant a refund for all or a prorated amount of any fees paid.

No refunds will be given due to inclement weather.

- VII. Rental Rescheduling.** All requests to reschedule facility rentals must be submitted in writing and include both the current and proposed date/time/location of the facility rental. Rental reservations may be rescheduled according to the following:
- A. The requested facility, date/time/location is open and available.
  - B. If inclement weather occurs during an outdoor facility rental, the renter must email the Town Clerk at [Clerk@woodfin-nc.gov](mailto:Clerk@woodfin-nc.gov) as soon as possible, no later than 30 minutes prior to your scheduled rental time, about the weather and being unable to use the facility during the reserved time. In the event that severe weather prevents the use of the facility, the renter will be given the opportunity to reschedule their event to another facility, date, and/or time if it is open and available.
- VIII. Rental Fee Waiver.**
- A. A fee reduction of 50% may be applied to all rentals for events sponsored by Woodfin non-profit agencies.
  - B. A total fee waiver may be applied to town sponsored events, as approved by the Town Manager.

**SCOPE:** This policy applies to all individuals that rent town facilities.

**COMMENTS:** Policy should be reviewed annually and updated, as necessary.

**POLICY AUTHORITY:** Please contact the Town Manager at 828-253-4887 with any questions pertaining to this policy.

**RELATED:** Fee Schedule, Budget Ordinance