



## **FACILITY USE POLICIES AND REGULATIONS**

### **FACILITY USE FEES**

All fees for facility rental, security deposit and alcohol permit are required before a reservation is confirmed. No exceptions.

- **PAYMENT OPTIONS:** Checks made payable to the City of Los Altos; Visa, MasterCard or Discover credit cards; cash payments made in person.

### **Facility Rental Fees**

- Indoor recreation facilities are rented on an hourly basis including event set-up and clean-up. This includes entry by a caterer, rental company, event planner, etc.

### **Security Deposit**

A security deposit of either \$250 or \$500 is required for all rentals to ensure that the facility is returned to its original condition.

- The full security deposit will be returned within 30 days after the event if the facility is found in satisfactory condition and the event did not surpass the paid event time.
- Set-up and clean-up must be conducted and completed between the hours of the contracted rental agreement. *A fee of 1.5 times the standard rental rate* will be applied beyond the rental agreement.
- If the facility is not returned to its original condition, or if the event time is extended without pay, the renter will be notified within five business days of the event date should any additional charges be incurred. The renter is responsible for additional charges related to, but not limited to, property damage, required maintenance, lost facility key, or employee overtime. The renter will be required to forfeit the security deposit and/or pay additional fees in the amount determined by the City.
- Clean-up Guidelines are detailed below and outline the renter's responsibilities in returning the facility to its original condition.

### **Alcohol Permit**

A City of Los Altos Alcohol Permit is required for any event serving alcohol including beer and wine. The City Alcohol Permit DOES NOT authorize the SALE of Liquor.

Permits to authorize the sale of liquor must be obtained by the State of California Alcohol Beverage Control Board:

San Jose ABC Office  
100 Paseo de San Antonio, Room 119  
San Jose CA 95113  
(408) 277-1200 [SNJDirect@abc.ca.gov](mailto:SNJDirect@abc.ca.gov)

### **Alcohol Use**

Alcohol is not allowed at any functions at the San Antonio Club. If alcohol is found to be present at the event, the event will be shut down with no refund given.

### **INSURANCE**

Renter may be required to provide insurance for other uses or activities, if indicated on permit. Please see attached insurance requirements for details.

### **REFUND / CANCELLATION POLICY**

Refunds for cancellation of a facility reservation will be granted as follows:

#### **Los Altos Youth Center, Garden House, Grant Multi-Purpose Room, Community Plaza, San Antonio Club, and Picnic Areas:**

*(Note: All deposits will be returned in full if canceled in advance)*

- Cancellations received 91 days in advance of the scheduled use will receive a full refund, minus a 10% cancellation fee.
- Cancellations received between 90 – 61 days will receive a refund of 50% of their hourly use fees.
- Cancellations received between 60 – 31 days will receive a refund of 25% of their hourly use fees.
- No refund will be provided if cancellation is requested less than 30 days prior to scheduled use.

#### **Grant Community Center regular rooms:** *(Note: All deposits will be returned in full if canceled in advance)*

- Cancellations received more than 14 days in advance of the scheduled use receive a full refund, minus a 10% cancellation fee.
- Cancellations received less than 13 days but more than 24 hours in advance will receive a refund of 50% of the hourly use fees.
- No refund will be provided if cancellation is requested less than 24 hours prior to scheduled use.

### **USE TIMES**

All activities, including clean up, must be fully concluded by the following times:

- Hillview Community Center, Los Altos Youth Center, Garden House, and Grant Park: 11pm.
- Patriot Corner: 2pm for morning rentals, 8pm for afternoon or full day rentals.
- Community Plaza: 3pm for morning rentals, 11pm for afternoon or full day rentals

## **PARK RENTALS**

- Community Plaza is rented on a half day (morning: 7am – 3pm, or afternoon: 3 – 11pm) or full day (7am – 11 pm) basis.
- Patriot Corner is rented on a half day (morning: 8am – 2pm, or afternoon: 3 – 8pm) or full day (8am – 8 pm) basis.

### **Patriot Corner:**

- Remove all decorations including tape or string from tables, trees, fences, grass etc.
- Dispose of all trash and recyclables in the dumpster and appropriate recycling bins located in the parking lot. Do not allow trash cans to overflow.
- Patriot Corner may only be reserved for celebratory, entertainment, and/or information related events **without entrance fees or merchandize sales.**

### **Community Plaza:**

- No Event may obstruct vehicular or pedestrian traffic. This includes activity, displays, signs, banners or any other paraphernalia.
- No flame or fire is permitted. This includes candles, torches, logs etc.
- Community Plaza may only be reserved for celebratory, entertainment, and/or information related events **without entrance fees or merchandize sales.**
- Restore plaza area to its original condition.

## **ACCESS TO FACILITY**

Access to the indoor facilities will be granted as follows:

- If the event is a private party held at the Garden House or the San Antonio club, a facility attendant will unlock the door to the facility, stay for the duration of your event, and lock the door at it's completion.  
For all other rentals, a key may be issued to the renter up to 3 days prior to the event if applicable. Keys for weekend events
- MUST be picked up at the Recreation Department Office by 5pm on the Thursday before the scheduled event. Keys must be returned to the Recreation Department Office on the Monday following the event. Keys returned after-hours and on weekends may be dropped into the Recreation Office key box, which is located on the fenced entrance at the Underground, 400 University Ave, Los Altos, CA 94022.

## **DECORATIONS**

All decorations must be removed after the activity. Nails, staples, and screws are NOT permitted. Only painter's blue masking tape may be used on walls. Nothing may be hung from acoustical ceilings. Staples and pins may be used on bulletin boards ONLY. All decorations must be fire retardant.

## **CLEAN-UP GUIDELINES**

The return of your security deposit is partially dependent upon your compliance with the instructions below:

### **Los Altos Youth Center, Garden House, and Grant Park:**

- Remove all decorations including tape or string from tables, walls, outside areas, fences, grass, etc.
- Using the cleaning equipment provided in the Janitorial closet complete the following:
  - Clean sink, counter tops and cabinet doors. Use standard household cleaners, do not scour.
  - Sweep and mop floor.
  - Clean out refrigerator. Do not leave food in the refrigerator.
  - Clean stove and ensure all burners are turned off. Do not use steel wool or abrasive pads on grill or burner area.
- Return cleaning equipment to Janitorial closet after use.
- Dispose of all trash and recyclables in dumpsters provided, located in the following areas:
  - Youth Center: In the Driveway by the Kitchen
  - Garden House: Parking lot
  - Grant: Behind the kitchen
- Return all tables and chairs to their storage area.
- Turn off all lights, close all windows and lock all doors.

## **GOOD NEIGHBOR POLICY**

The facility you are using borders on a residential area. During your activity please consider these neighbors and control your noise volume inside the building or in the picnic area, and in the parking lot. Doors should be kept closed except while entering or exiting the building whenever music is being played, either amplified or acoustic. Your consideration and cooperation is appreciated.

**NOISE ORDINANCE:** Activities held in City of Los Altos facilities must conform to the standards and regulations for Noise and Vibration Control as set forth by the City Noise Ordinance No. LAMC 6.16.050.

## **MISCELLANEOUS INFORMATION**

- VEHICLES are restricted to appropriate parking spaces. Loading and unloading is restricted to the parking lot areas only.
- BOUNCE HOUSES are not permitted in any City of Los Altos park.
- PATRIOT CORNER additional information:
  - ELECTRICITY is not available at Patriot Corner.
  - AMPLIFIED SOUND is not permitted in Patriot Corner at any time. Violators will forfeit between 50-100% of deposit.
- OVERNIGHT use is not permitted in any City-owned facilities.
- SMOKING is prohibited anywhere in a recreational area, the civic center campus or in any parking area.

## **EMERGENCY PHONE LIST**

For facility problems, please call the Recreation Office at (650) 947-2790 (Monday-Friday, 8am - 5pm).

On weekends, evenings and holidays, please call the Los Altos Police Department at (650) 947-2770.