

**CITY OF TOMBALL
ADMINISTRATIVE POLICIES, RULES AND PROCEDURES**

SUBJECT TOMBALL COMMUNITY CENTER POLICIES AND OPERATING PROCEDURES	NUMBER: 15	EFFECTIVE DATE: October 5, 2009	PAGE 1 OF 12
	REVISED: October 5, 2009	APPROVED BY CITY MANAGER: October 5, 2009	
	SUPERSEDES: July 6, 2009	APPROVED BY CITY COUNCIL: October 5, 2009	

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Mission Statement

The Tomball Community Center will serve everyone in a fair and equitable manner, so that in serving, the Center will enhance the quality of life for each individual, group, or organization being served.

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Goals

The following goals shall serve as the vehicle through which the staff and the administration of the Tomball Community Center (hereinafter to be called *Center*) shall work in fulfilling the spirit and letter of the Center's **MISSION STATEMENT**.

- GOAL 1:** Provide an atmosphere which is vibrant and attractive to a broad range of age groups.
- GOAL 2:** Provide a staff, both paid and volunteer, who, through their individual and corporate efforts, give positive leadership to the development and administration of programs and activities, which will attract to the Center participants of all age.
- GOAL 3:** Provide a variety of programs and activities which will be attractive to the broad spectrum of age ranges of the residents.
- GOAL 4:** Provide a monthly calendar of activities to facilitate advance planning by citizens participating in scheduled programs and activities.
- GOAL 5:** Provide *User Fees* and *Guidelines* which will encourage the use of the Center.
- GOAL 6:** Provide in the administration of the Center an attitude which encourages utilization of the Center and which is fair and equitable to all.

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Policies & Procedures

Section I - User Qualifications

The following guidelines and policies have been developed and adopted to provide for the fair and orderly use of the Center.

- A. User fees will be determined by the qualification status of each applicant. Users are categorized as follows:
 - 1. Individuals (Citizens of Tomball)
 - 2. Individuals (Non-Citizens of Tomball)
 - 3. For-profit businesses
 - 4. Non-profit organizations which charge for services
 - 5. Non-profit clubs and organizations
 - 6. Tomball-based Non-profit youth organizations

- B. Proof of Qualification
 - 1. Individuals (Citizens of Tomball)
 - a. Driver's License
 - b. City of Tomball utility bill
 - 2. Individuals (Non-Citizens of Tomball)
 - a. Drivers License
 - 3. For-profit businesses
 - a. Sales Tax Certificate
 - b. Certified statement of applicant
 - 4. Non-profit organizations which charge for services
 - a. Sales Tax Certificate
 - b. Copy of Charter or Articles of Incorporation
 - c. Certified statement of applicant
 - 5. Non-profit clubs or organizations
 - a. Sales Tax Exemption Certificate
 - b. Copy of Charter or Articles of Incorporation
 - c. Certified statement of applicant

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Section II - Priority Use Guidelines

- A. Assignment of Lease - To facilitate the fair and equitable use of the Community Center, consideration will be given to the following factors in the assignment or lease of space:
1. Qualifying status - Priority will be given in the following order:
 - a. Non-profit clubs and organizations (Contract or non-contract)
 - b. Individuals (Citizens of Tomball)
 - c. Non-profit organizations which charge for services
 - d. Individuals (Non-Citizens of Tomball)
 - e. For-profit businesses

 2. Contracts for use of facility
 - a. Activity Contracts with the Center will be honored in keeping with the provisions of the Contract.
 - b. All Contracts will be reviewed on an annual basis.
 - c. Failure of the Contracting Party to meet the provisions of the Contract will result in the Contract being canceled in the following procedure:
 - 1). Written notice outlining deficiencies to be given to the Contracting Party by the Center Manager.
 - 2). Contracting Party to be given a minimum of two (2) weeks to correct deficiencies.
 - 3). Failure to correct the deficiencies within the specified time frame will result in cancellation of Contract and forfeiture of any deposits. A minimum of thirty (30) days to be given between notification of Contract being canceled and the date the Contracting Party must vacate the facility.

 3. Scheduled events on Activities Calendar
 - a. In order to maximize space, rooms will be assigned on the basis of:
 - 1). Size of group
 - 2). Availability of space
 - b. The Manager has the authority to reassign space if the number of participants falls below the parameters of the assigned room and if reassignment would facilitate a more efficient use of the facility.
 - 1). Contracting Party will be given 24 hours notice of any change.
 - 2). Any change of assignment will result in an appropriate adjustment in fee charge.

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**Section II - Priority Use Guidelines
(Continued)**

4. Size of group shall be the primary factor in the assignment of meeting rooms. The following schedule is applicable: (See Building Layout, Section VII)
 - a. Banquet Room A - 40 or more people (181 Max)
 - b. Meeting Room B - 15 to 40 people
 - c. Meeting Room C - One (1) to ten (10) people

B. Facility Assignment

1. Basic assignment of rooms will be made in accordance with the group size to maximize the use of the Center. Assignments to facilitate that use may be adjusted, with a minimum of 24 hours notice to the Contracting Party, by the Center Manager.
2. The Center and the parking lot may be used only for the time period and the purpose for which it was reserved, unless prior approval for a change is granted by the Center Manager.
3. Religious activities may be scheduled on a temporary basis only, not to exceed three (3) months, except in cases of emergency with Council approval.
4. Political fund-raising activities are not permitted in the facility.
5. Non-political fund-raising activities of a humanitarian nature may be scheduled in the Center in accordance with the appropriate fee guidelines.

C. Hours of Operation

1. Office Hours
 - a. Monday to Friday: 8:00 AM – 4:00 PM
 - b. The Center will be closed on City-observed holidays.
 - c. The Center will be open on weekends only if rented.
2. Times available for reservations
 - a. Monday to Thursday & Sunday: 8:00 AM – 10:00 PM
 - b. Friday & Saturday: 8:00 AM – 1:00 AM

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Section III - Reservation Fee Guidelines

A. Meeting Room Fee Schedule (Based on availability)

		Tomball Residents: Individuals, For-profit Businesses/ Non-profit Organizations which charge for service	Non Tomball Residents: Individuals, For-profit Businesses, Non-profit Organizations which charge for service
1. Monday thru 3:00 pm Friday (2 Hour Minimum)			
Room A	\$50.00/hr.	\$75.00/hr.	\$100.00/hr.
Room B	\$30.00/hr.	\$50.00/hr.	\$75.00/hr.
Room C	\$15.00/hr.	\$20.00/hr.	\$30.00/hr.
2. After 3:00 pm Friday (2 Hour Minimum)			
Room A	\$75.00/hr.	\$100.00/hr.	\$125.00/hr.
Room B	\$50.00/hr.	\$75.00/hr.	\$100.00/hr.
Room C	\$15.00/hr.	\$50.00/hr.	\$75.00/hr.

B. Kitchen Fee Schedule

1. The rental fee for Banquet Room A includes the use of the kitchen.
2. No other room is allowed the use of the kitchen with a rental.

Special Notes

1. A refundable deposit will be paid by each applicant prior to the confirmation of a reservation. Refund of this deposit is contingent upon satisfying any payment for damages to the facility by the Contracting Party.

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Waiver of Fees

1. The following groups shall have their fees waived:
 - a. Tomball-based Non-profit youth organizations who provide proof of qualification

2. Tomball-based groups and organizations may request a waiver of fees from City staff. The guidelines for staff to follow when considering requests for waivers are as follows:
 - a. Applicant generates sales tax dollars for Tomball
 - b. Applicant supports City functions, events or programs
 - c. Applicant is a non-profit group or organization benefitting the City of Tomball in some manner.

Section IV - Other Requirements

- A. Storage Space
 1. Use of storage space will determined by the existing Contract, and
 2. Available space

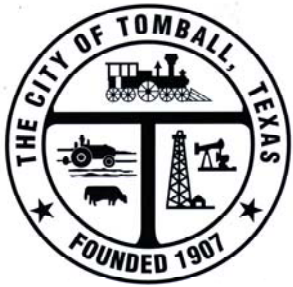
- B. Displaying Items on Walls
 1. Items may be temporarily displayed and must be removed at the conclusion of the reservation time period, using the Center's Walker Display Center.
 2. Items must be displayed by use of the available wall hangers and may not be affixed directly to the walls by any other means, (i.e. tape, tacks, pins, nails, glue, paste, etc.)

- C. Failure to adhere to requirements of Requirements A and/or B may result in the forfeiture of the privileges.

- D. Use of Alcohol will be allowed as outlined under Use of Alcohol Guidelines.

Section V - Reservation Forms

- A. Copy of Guidelines for Use
- B. Copy of Guidelines for Use of Alcohol
- C. Copy of Civic and Non-profit Organization Reservation Form
- D. Copy of Individual Reservation Form
- E. Copy of Building Layout



Guidelines for Use
Tomball Community Center
221 Market Street Tomball, TX 77375
281-255-6221

1. Reservations must be made through the office of the Manager of the Tomball Community Center, 221 Market Street, Tomball, Texas 77375. No reservations or cancellations will be confirmed until written request is received in person, or by fax or email.
2. All rental fees must be paid a minimum of two weeks in advance for all organizations meeting on a recurring basis as stated in your contract. Rental fees must be paid at the time of reservation for confirmation. NO reservations will be taken without rental fee payment. The refundable security deposit must be posted at least two weeks prior to reservation date, but no earlier than 3 months prior to rental. Refundable deposit check will only be held until after rental to insure against damages. Refunds will be returned to the applicant within two (2) weeks.
3. Any person or group renting the Center for a Public Function shall not prohibit, dissuade, prevent, or exclude any member of the public based upon or regarding an individual's race, color, religion, sex, sexual orientation, age, national origin, or disability.
4. All public notices, advertisements and announcements of any Public Function must state "This event is not endorsed or sponsored by the City of Tomball."
5. Private Functions cannot be advertised, promoted, announced, or opened to the public in any manner. The rules regarding a Public Function must be adhered to if such event is determined to be open to the public by City staff.
6. For additional security purposes, some functions may require uniformed officers. The Center staff will instruct users as to additional requirements and fees.
7. No person or group shall use any area or facility of the Center, including the parking lot, for any purpose other than for the purpose for which it was designed, designated, or assigned.
8. Patrons attending functions at the Center may not remain in the building or the parking area at any time other than the hours reserved for the function when Center is open to the public. **A Center employee will be on duty during the entire rental time, arriving 15 minutes prior to reservation and staying 15 minutes after end of reservation.**
9. All displays, lecture materials, equipment, supplies, etc., must be removed at the conclusion of each meeting, unless prior arrangements were made.
10. Fund-raising activities of a humanitarian nature will require written permission, with an explanation of product.
11. No pets are allowed in Center, with exception of Service Dogs (as defined by the Americans with Disabilities Act.).
12. Children must be supervised at all times and must remain in designated room assigned for that group's use.
13. Nothing is to be taped, stapled, nailed, glued, or attached to the walls, doors, windows, blinds, tables or chairs in any manner. The Center has a Walker Display System and we will work with you to display your decorations according to our guidelines.
14. Foods and/or beverages must be removed from the facility at the conclusion of the reservation.
15. A garbage can with plastic liner will be provided upon request. When vacating the facility, user **must** remove all trash and place in dumpster provided. Also, tables should be wiped with a damp cloth if food was served and floor **must** be swept. No mopping is required unless there is a spill. Dishpan, cloth, broom, and dustpan are available upon request.
16. The Center employees assign rooms to maximize Center capacity each day; therefore, the Center reserves the right to change room assignments to accommodate other groups.
17. All groups must be considerate of others using the Center and may not interfere with other group activities.
18. No tobacco products are allowed to be used inside the Center per Ordinance 96-21, passed December 16, 1996. A designated smoking area is provided outside.
19. The serving of alcohol will be done in compliance with the **Guidelines for Use of Alcohol.**
20. Contact person is responsible for conveying rules of Center use to anyone taking charge of the group, as well as all participants attending meetings or functions.
21. All religious activities may be scheduled on a temporary basis only, not to exceed (3) months, except in case of emergency with Council approval.
22. In order to assure refund of deposit, before vacating building, contact Center attendant on duty to verify that condition of room and responsibilities have been met.

Guidelines for Use of Alcohol

1. Alcohol or alcoholic beverages will not be allowed without the consent of the Center Manager.
2. At any function where alcohol or alcoholic beverages will be served, it will be necessary for the Contracting Party to pay for the services of two off-duty Tomball Police Officers, or licensed Peace Officers approved by the Tomball Police Department, during the entire time the Center is being reserved or used. If two Tomball Police Department Officers are not available, officers from another law enforcement agency will be employed.
3. The Security Guards, whose entire fee will be paid by the Contracting Party, will be scheduled by the Center Manager.
4. No alcohol or alcoholic beverages may be sold in the Center.
5. No alcohol or alcoholic beverages may be carried outside the Center.
6. No alcohol or alcoholic beverages may be consumed outside the Center.
7. Alcohol or alcoholic beverages may not be served to minors at any time.
8. At the discretion of the Security Guards or the Center employee, anyone deemed intoxicated may be asked to vacate the Center. Failure on anyone's part to do so will result in immediate cancellation of the event at that time and forfeiture of all fees and/or deposits.

Cancellation Procedure

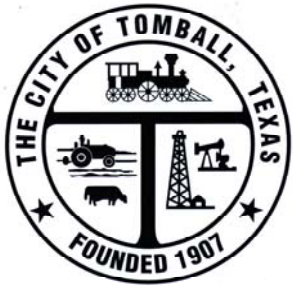
1. Reservations may be canceled by calling or writing the Center Manager., but **No** reservations or cancellations will be confirmed until written request is received in person, or by fax or email.
2. All fees and/or deposits will be refunded provided the cancellation is received 14 days prior to the scheduled event.
3. In the case of organizations with a one-year Contract, the Center Manager should be advised of any change in the use of reserved room/rooms as a courtesy to others who might desire use of the facility at that time.
4. Failure to give the specified cancellation of reservation notice to the Center Manager will result in forfeiture of fees and/or deposits.

I have read the rules concerning the usage of the Tomball Community Center and agree to abide by those rules.

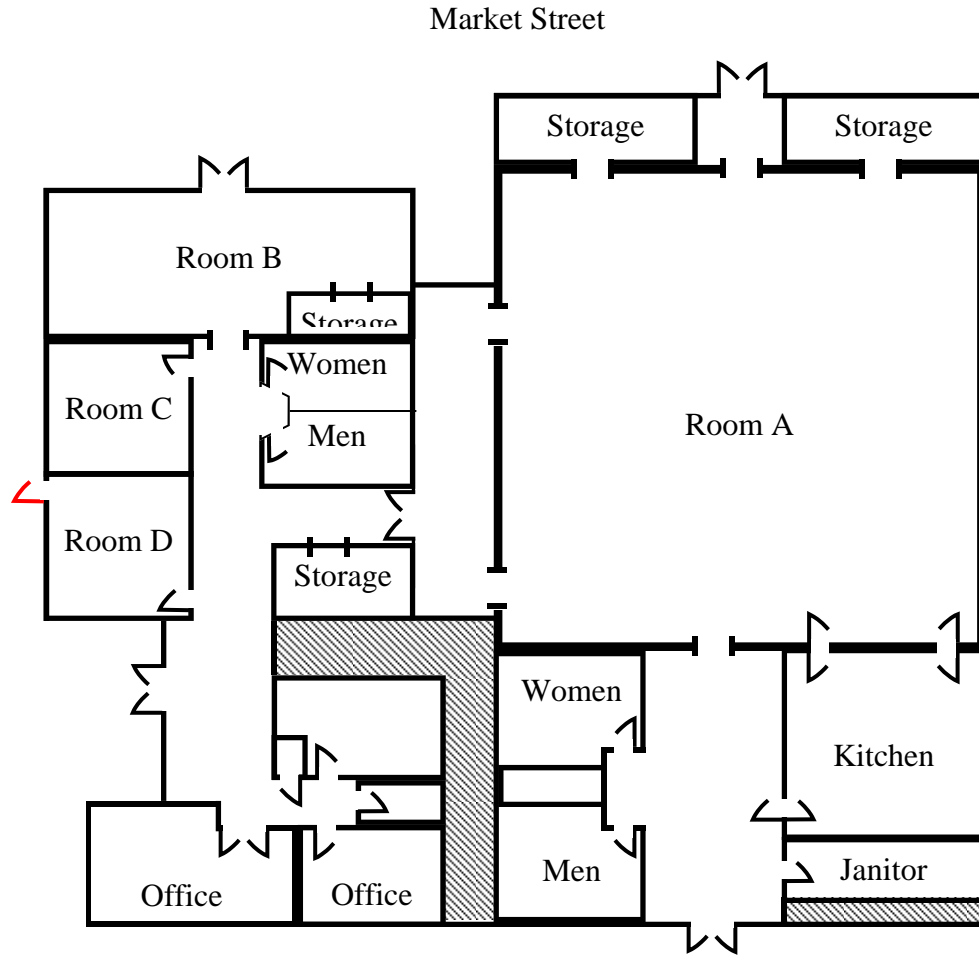
Name of Organization

Date

Representative Signature



Section VI - Building Layout
Tomball Community Center
221 Market Street Tomball, TX 77375
281-255-6221



CITY OF TOMBALL COMMUNITY CENTER

NON-PROFIT ORGANIZATION RESERVATION FORM

Rates: (2 Hour Minimum)	Weekdays	After 3:00 pm Friday
Banquet Room A	\$50.00/hr.	\$75.00/hr.
Room B	\$30.00/hr.	\$50.00/hr.
Room C	\$15.00/hr.	\$15.00/hr.
Kitchen: No charge in conjunction with rental of Room A.		
Refundable deposit:	\$250.00 for Room A	
	\$100.00 for Rooms B or C	

Organization _____

Contact person _____

Address _____ City _____ Zip _____

Telephone – Daytime () _____ Evening () _____

Alternate contact _____ Phone _____

Date requested _____ Time _____ to _____

Estimated attendance _____ Type of Function _____

Do you require chairs? _____ if yes, how many? _____ Tables? _____ if yes, how many? _____

Will you be bringing additional equipment? _____ If yes, please explain _____

Food will be served _____ Yes _____ No

Food will be catered _____ Yes _____ No

Alcohol or alcoholic beverages will be served _____ Yes _____ No (Please explain _____)

If yes, I received the *Guidelines for Use of Alcohol* and I understand that two (2) licensed officers will be required as security guards.

Quoted rate \$ _____ each officer per hour

Room fee _____

Food fee _____

Police fee _____

The above information is true to the best of my knowledge.

Total _____

Representative Signature Date Effective Date

THIS AREA FOR CENTER USE ONLY

Room Assigned _____ Date of Reservation _____

Rental Fee Paid \$ _____ Check# _____ Date _____

Deposit fee paid \$ _____ Check# _____ Date _____

Security paid \$ _____ Check # _____ Date arranged _____

Refund amount \$ _____ Check # _____ Reason _____

The area reserved was left in satisfactory _____ unsatisfactory _____ condition.

Center Representative

CITY OF TOMBALL COMMUNITY CENTER

PRIVATE/FOR PROFIT FUNCTION RESERVATION FORM

Rates: (2 Hour Minimum)	Weekdays		After 3:00 pm Friday	
	Residents	Non-Residents	Residents	Non-Residents
Room A	\$75.00/hr.	\$100.00/hr.	\$100.00/hr.	\$125.00/hr.
Room B	\$50.00/hr.	\$75.00/hr.	\$75.00/hr.	\$100.00/hr.
Room C	\$20.00/hr.	\$30.00/hr.	\$ 50.00/hr.	\$75.00/hr.

Kitchen: No charge in conjunction with rental of Room A.
 Refundable deposit: \$250.00 for Banquet Room
 \$100.00 for Rooms B or C

Organization _____

Contact person _____

Address _____ City _____ Zip _____

Telephone – Daytime () _____ Evening () _____

Alternate contact _____ Phone _____

Date requested _____ Time _____ to _____

Estimated attendance _____ Type of Function _____

Do you require chairs? _____ if yes, how many? _____ Tables? _____ if yes, how many? _____

Will you be bringing additional equipment? _____ If yes, please explain _____

Food will be served _____ Yes _____ No

Food will be catered _____ Yes _____ No

Alcohol or alcoholic beverages will be served _____ Yes _____ No (Please explain _____)
 If yes, I received the Guidelines for Use of Alcohol and I understand that two (2) licensed officers will be required as security guards.

Quoted rate \$ _____ each officer per hour	Room fee _____	
	Food fee _____	
	Police fee _____	
The above information is true to the best of my knowledge.	Total _____	

 Representative Signature Date Effective Date

THIS AREA FOR CENTER USE ONLY

Room Assigned _____ Date of Reservation _____

Rental Fee Paid \$ _____ Check# _____ Date _____

Deposit fee paid \$ _____ Check# _____ Date _____

Security paid \$ _____ Check # _____ Date arranged _____

Refund amount \$ _____ Check # _____ Reason _____

The area reserved was left in satisfactory _____ unsatisfactory _____ condition.

 Center Representative