



Parks & Recreation

RESERVATION AND FACILITY USE POLICIES

Updated April 2021

Imperial Park Recreation Center

Operating Hours:

Sunday 1 p.m. - 5 p.m.

Monday - Friday 8 a.m.-10 p.m.

Saturday 8 a.m.-8 p.m.

Phone: 281-275-2885

Fax: 281-275-2828

Email: parkreservations@sugarlandtx.gov

T.E. Harman Center

Operating Hours:

Monday - Thursday 7 a.m. 6 p.m.

Friday 8 a.m.-5 p.m.

Phone: 281-275-2893

Fax: 281-275-2360

Email: seniors@sugarlandtx.gov

Mailing Address:

P.O. Box 110, Sugar Land, TX 77487-0110

<http://www.sugarlandtx.gov>

T. E Harman Center

226 Matlage Way
Sugar Land, TX 77478

Imperial Park Recreation Center

234 Matlage Way
Sugar Land, TX 77478

**First Colony Park Pavilion &
Clyde & Nancy Jacks Conference Center**
3232 Austin Parkway
Sugar Land, TX 77479

**City Park Pavilion &
Jim Cooper Meeting Room**
225 Seventh Street
Sugar Land, TX 77478

**Lost Creek Park Pavilion &
Lost Creek Community Center**
3703 Lost Creek Blvd.
Sugar Land, TX 77479

**Eldridge Park Pavilion &
Eldridge Park Community Center**
2511 Eldridge Road
Sugar Land, TX 77478

Sugar Land Memorial Park
15300 University Blvd.
Sugar Land, TX 77479

Duhacsek Park
17034 Old Richmond Road
Sugar Land, TX 77498

Oyster Creek Park
4033 Hwy. 6
Sugar Land, TX 77479

Brazos River Park
18427 Southwest Freeway
Sugar Land, TX 77479

The City of Sugar Land aims to provide facilities for a broad cross-section of uses. To that end the City has developed a facility use policy that provides an opportunity for any city resident to rent the facilities, while not allowing any one group to dominate use of the facilities particularly during peak demand.

Individuals reserving Sugar Land Parks & Recreation facilities agree to abide by the following policies and procedures. Failure to abide by these policies shall result in additional fees, loss of deposit, immediate termination of the reservation and may result in loss of future rental privileges.

SECTION I - DEFINITIONS

City: The City of Sugar Land, Texas.

City Council: The City Council of Sugar Land, Texas.

Department: The Sugar Land Parks & Recreation Department.

Applicant: A user, client, renter, or customer who is completing the rental contract.

Non-profit Organization: A non-profit organization that is currently recognized as exempt from federal income tax under section 501 (c) 3 of the Internal Revenue Code (IRC) or meets the requirements of the Non-profit Organizations Policy.

Resident: A person, business or organization that resides within the corporate city limits of Sugar Land.

Community Building: An enclosed reservation facility maintained by the Department.

Non-Standard Reservation (NSR): A temporary gathering, rally, parade, race, festival, exhibit, display, entertainment, performance, or presentation held in a park space that requires the placement or erection of one or more stages, booths, kiosks, tables, tents, barricades, or similar temporary structure and may exceed set occupancy limits of the reservable park space.

Special Event: A unique activity, occurring for a limited or fixed duration, and having an impact to public property that impedes, obstructs, impairs, interferes or disrupts normal or usual use of city property, facilities, or right-of-way. Special event includes activities originating outside of the city limits and entering into the city resulting in an impact to public property exceeding the established capacity of such property. The term does not include the rental of a park building or other city facilities that are available to the general public for rental on a regular basis unless that rental impacts a public property by exceeding its stated capacity or requiring additional city services.

Standard Reservation: Any park gathering that stays within the set occupancy limits of the reservable park space and adheres to Standard Reservation and Facility Use Policies.

Park Space: Any park, park building or park facility managed by the Department.

Contract: A document that states the applicant has requested and paid to host a reservation at a reservable park space.

SECTION II - RESERVATION PROCEDURES

Initial reservations or *reservations requiring fees and deposits* must be made in person. The Department shall **not** accept phone reservations. No reservation shall be considered confirmed without a contract from the Parks & Recreation Department.

The applicant must be 21 years of age or older and must handle all transactions, inquiries and changes.

The applicant is required to be present at the rented facility and available to City personnel during the entirety of the applicant's reservation. If the applicant is not present at the facility during the function, the contract is subject to termination and/or applicant shall forfeit 50% of the security deposit.

Applicant must have approved contract on hand at all times during the scheduled reservation.

At no time shall the applicant sublease or assign its reservation to another group or organization, nor shall the use of the building be for any purpose other than what was stated on the contract.

Use of facilities for retail business, carnivals, and non-City recreation classes is not permitted.

Reservation staff must be informed prior to the reservation of the possibility of donations that may be accepted at any reservation. Any funds raised from the sale of items, entry fees, or other financial contributions at a reservation must go towards the recognized non-profit organization named on the rental contract.

Applicants using reservation facilities shall comply with all City ordinances and Federal and State laws.

As in accordance with City fire codes, all exits and doorways must remain clear and unlocked during functions, and access to hallways and all fire extinguishers shall remain clear. All marked fire lanes shall be kept open at all times. Parking in these areas is prohibited.

Applicant agrees to abide by the maximum capacities at each facility.

Use of any type of colored powder is prohibited.

The release of paper lanterns or balloons, kite flying, and confetti is prohibited.

Smoking and/or gambling is prohibited in community facilities.

Reserving a Facility

Park space reservations are on a first-come, first-served basis.

Sugar Land Residents, Businesses and Organizations that have a one-time reservation can reserve facilities no less than 10 days or up to 1 year in advance from the day a contract is filed unless otherwise noted.

Non-Sugar Land Residents, Businesses and Organizations that have a one-time reservation can reserve facilities no less than 10 days or up to 6 months in advance from the day a contract is filed unless otherwise noted.

Sugar Land Businesses and Organizations (within the corporate city limits) that have repetitive reservations, such as monthly meetings, can reserve facilities 6 months in advance from the date a contract or request is filed and shall be limited to 1 reservation date per month. Appropriate business/organization identification documents must be provided at the time of reservation.

Non-Sugar Land Businesses and Organizations (outside of corporate city limits) that have repetitive reservations, such as monthly meetings, can reserve facilities 3 months in advance from the day a contract is filed and are limited to 1 reservation date per month. Appropriate business/organization identification documents must be provided at the time of reservation.

Holidays & Peak Times

Hourly rates are categorized by peak times and non-peak times.

Peak Times: Friday 5 p.m. through Sunday 10 p.m.

Non-Peak Times: Monday 8 a.m. through Friday 5 p.m.

The following City holidays are observed: Good Friday, Easter, Memorial Day, Martin Luther King Jr Day., Independence Day, Labor Day, Thanksgiving and the day after, Christmas Eve, Christmas, New Year's Eve, and New Year's Day. Additional dates may include limited hours at the director's discretion.

Facility reservations are **not** available on holidays at the following facilities: Imperial Park Recreation Center, T.E. Harman Center, Brazos River Park Bowl/Overlook, and all pavilions.

The following facilities are limited to **one** reservation on any listed holidays: Eldridge Park Community Center, Lost Creek Park Community Center, Duhacsek Park, and Clyde & Nancy Jacks Conference Center.

Rental Times:

T.E. Harman Center and Clyde & Nancy Jacks Conference Center: Available during non-programmed hours Monday to Friday and from 5 p.m. to 1 a.m. Friday, 8 a.m. to 1 a.m. Saturday, and 8 a.m. to 10 pm Sunday. (Please see T.E. Harman Center Users section for additional reservation conditions)

Imperial Park Recreation Center Multi-Purpose Rooms A/B and Gymnasium: Available during non-programmed hours from 8 a.m. to 10 p.m. Sunday through Saturday, excluding the above stated City holidays. (Please see Recreation Center Users section)

Jim Cooper, Eldridge and Lost Creek Community Centers: Available 8 a.m. to 10 p.m. every day, excluding the above stated City holidays.

Duhacsek Park Pavilion and House: Available 8 a.m. to 10 p.m. every day, excluding the above stated City holidays. (Please see Duhacsek Park specific policies)

City Park Pavilion, First Colony Park Pavilion, Eldridge Park Pavilion and Lost Creek Pavilion: Available 8 a.m. to 10 p.m. every day, excluding the above stated City holidays.

Sugar Land Memorial Pavilions and Brazos River Park Bowl and Overlook: Available sunrise to sunset every day, excluding the above stated City holidays. **Sunrise to sunset is considered as 6 a.m. – 8:30 p.m. from March 15 through September 30 and 6 a.m. – 6:30 p.m. from October 1 thru March 14. For the Brazos River Park, some dates may be unavailable due to festivals or other large events that may be occurring at Crown Festival Park festival site (please see Brazos River Park-specific policies).**

Programs conducted by the City will be given priority at all times, and the City reserves the right to change or cancel reservations that may conflict with a City sponsored event or program.

SECTION III - PAYMENT OF FEES AND DEPOSITS

Rental fees and the security deposit are payable using the following methods of payment: Cash, check, Visa, Master Card, and American Express.

All checks are deposited upon receipt. Fees paid via check can take up to six (6) weeks to be refunded back to

the applicant.

Security Deposit

To reserve a facility, the rental contract must be accompanied by a security deposit.

The security deposit shall be used to repair, replace, or compensate for any property of the Center which is damaged or missing as a result of use by the applicant. If the security deposit is expended due to damages, non-compliance, or by exceeding reservation time, the applicant will be billed for the additional fees.

The applicant will forfeit 50% of the security deposit if the applicant does not comply with policies and procedures.

The applicant will be held responsible for their guests regarding damage to facility, property, and behavior and following the rules and regulations of the Parks & Recreation Department.

Contracts are closed no later than the Wednesday following the reservation date provided the facility was cleaned, absent of any damage, and applicant adhered to contract and policies and procedures. The deposit refund may take approximately 7 business days to be received when paid via credit card. **Deposits paid via cash or check will be refunded via check and sent through mail and can take up to 45 days to be received.** If issues arise during the reservation, the applicant must notify staff in writing no later than the end of the next business day following the reservation at parkreservations@sugarlandtx.gov. Staff will review and respond to the email within 24 to 48 hours.

The City of Sugar Land reserves the right to increase the security deposit amount or deny a contract based on applicant's past rental history such as damaging city property, non-payment and not following City rules and regulations.

Fees

Rental fees are calculated hourly (See attached fee schedules).

Rental fees are due to the Department no later than 10 working days prior to the scheduled function.

Security officer fees and/or building attendant fees are due to the Parks & Recreation Department no later than 10 days prior to the scheduled function.

SECTION IV - ENTRANCE AND ACCESS

Applicants renting the facility are limited to the hours specified on their contract. If the applicant does not adhere to contracted hours, applicant shall be billed additional fees for not adhering to their contract and policies and procedures. In addition to those fees, the applicant shall be billed a late change fee.

The amount of time needed to set-up, hold the function and cleanup shall be included in the amount of time scheduled for the reservation and shall be chargeable to the applicant at the rate set forth under the Fee Schedule. The applicant is responsible for the setup of the tables, chairs, and any other items necessary for the scheduled reservation.

Applicants renting any pavilion must keep all decorations and setup under pavilion area.

Any use of the facility the day prior to a function or following the function must be included on the contract and will be billed at the same hourly rental rate.

Applicants reserving Clyde & Nancy Jacks, Jim Cooper, Lost Creek, Duhacsek Park and Eldridge Park Community Centers will be issued a key prior to their function. Applicants shall return issued key to the Department. Applicants must return all facility keys to the Imperial Park Recreation Center by the Wednesday following the reservation. Any key not returned after this time will assess a replacement fee from the security deposit.

Americans with Disabilities Act: The community buildings are wheelchair accessible and a sloped curb entry is available, with specially marked parking spaces nearby.

Applicants are solely liable for the building and must secure the building and its equipment at all times during the reserved time. All property missing during this time will be charged to the reserving party. The applicant must be present and available during the entire rental period.

Stacks of chairs and tables in the community buildings are to be moved by dollies only.

Electrical outlets are 110 volts only.

When arranging for bands or D.J.'s please be advised that smoke, bubble and foam machines are prohibited inside community buildings.

Open flames are prohibited, including but not limited to candles, incense, tea lights, charcoal, and fireworks of any kind. Chafing dish heating elements are permitted. All decorative material must be flameproof.

No decorations will be attached or hung from the ceiling, light fixtures, or walls at any building. All decorative materials must be flameproof. As in accordance with City fire codes, all exits and doorways must remain clear.

Use of flammable material, rice, confetti, birdseed, glitter or similar objects is prohibited inside community centers. The throwing of birdseed is restricted to outdoor and parking lot areas only.

Parking is provided for patrons, but may be limited due to seasonal park use facility use (i.e. Baseball, softball, soccer games).

User shall not post, exhibit, or allow to be posted or exhibited, any signs, advertisements, show bills, lithographs, posters, or cards of description, inside or outside on any part of the building, except as authorized by the Parks & Recreation Department. User shall not be permitted to tape, nail, or tack material to any part of any facility.

SECTION V - CITY PROPERTY

Applicants shall familiarize themselves with the facility and available equipment before making a reservation.

Some community centers may have interior lights that are for safety and do not turn off by a light switch. It is the responsibility of the applicant to determine if the facility is a good match for their reservation.

The City of Sugar Land provides only the equipment that is onsite at each facility. Any other equipment or supplies must be furnished by the applicant.

The City of Sugar Land will not be responsible for any equipment that is not the property of the City of Sugar Land.

Damage to tables or chairs will result in a forfeiture of a portion or entire security deposit. It is recommended that tablecloths be used on City tables.

Applicants assume liability for the cost of repairing damage to city property or equipment.

Proof of insurance for certain equipment (e.g. moonwalk/bounce houses) must be submitted to the Parks and Recreation Department ten (10) days prior to the reservation date. Failure to comply with this time frame may result in the cancellation of the reservation. It is the responsibility of the renter to make sure the moonwalk/bounce house company provides a generator to power the moonwalk/bounce house. **Moonwalks/bounce houses shall not be plugged into any electrical outlets. Water slides of any type are prohibited.**

Moonwalks/bounce houses or any like equipment must be setup in a manner that does not obstruct anyone else's use of the park.

Applicants shall not drive on any unpaved surface or allow guests and/or vendors to drive on any unpaved surface. Vehicles are only permitted in parking lots and driveways.

DUHACSEK PARK-SPECIFIC POLICIES

Duhacsek Park is not located within City of Sugar Land City limits, and therefore the following policies apply only to Duhacsek Park:

- a) The park is gated and secured and is not open to the general public. Its use is limited to reservations only.
- b) The park facilities may be rented by reservation only. The City will not permit overlapping facility requests.
- c) Should there be multiple users in a single day, the first user will be required to lock and secure the front gate prior to entry by the second group.
- d) Alcohol is permitted at the Duhacsek Park Pavilion with the required number of security officers.

BRAZOS RIVER PARK-SPECIFIC POLICIES

Brazos River Park Bowl and Overlook do not have fixed structures, and therefore, the following policies apply only to Brazos River Park:

- a) The City may permit overlapping requests within the Brazos River Park areas dependent on reservation size and type.
- b) The Brazos River Park will not be available when a festival or large event is utilizing the adjacent festival area. This may include setup and breakdown dates for those events.
- c) Retail oriented events are permissible once every six (6) months per organization via special event application only within Brazos River Park.
- d) Alcohol is permitted within Brazos River Park as part of a reservation or special event with the appropriate number of officers.
- e) The park includes 1 certified 5K course that runs throughout Brazos River Park and 1 certified 5K and 1 certified 10K course that runs between Brazos River Park and the adjacent Festival Site. If the use of 1 of these courses is required for your rental, you must specify this on your request form so appropriate conditions and/or fees can be set.
- f) Overnight reservations are permissible within Brazos River Park.

IMPERIAL PARK RECREATION CENTER-SPECIFIC POLICIES

The Imperial Park Recreation Center is predominantly used for leisure classes and recreation programs. The availability of the multipurpose rooms and gymnasium is dictated by the scheduled classes/programs, and therefore the following policies apply only to the Imperial Park Recreation Center:

- a) Multipurpose rooms A/B and kitchenette are available for reservations. Reservations can be made 6 months in advance from the day a contract is filed. The rooms can be used separately or together

as one room. (See *Recreation Center Fee Schedule*) Both rooms have access to the outdoor patio area. The patio area can only be used by one (1) reservation at a time and shall be on a first-come, first-served basis.

- b) It is the responsibility of the renter(s) to collect and dispose of all trash in the dumpsters.
- c) Additives such as baby powder, saw dust, etc. are prohibited from being placed on flooring.
- d) Decorations are not permitted to be hung from fire alarms, exit signs, air conditioning vents, etc.
- e) Nails and tacks are prohibited from being utilizing on Recreation Center walls and floors. Only scotch tape or painter's tape will be allowed on flooring. Tape is prohibited from being used on walls.
- f) The Recreation Center is not permitted for overnight use.
- g) The gymnasium can be reserved for athletic and non-athletic events. Reservations can be made 6 months in advance from the day a contract is filed for non-athletic events and 1 month in advance from the day a contract is filed for athletic events. (See *Recreation Center Fee Schedule*) During regular use and during reserved athletic events, applicants and users must follow gymnasium rules. For non-athletic reservations, the applicant shall be required to pay for the use of protective flooring covering for the gym floor. Applicant shall need to obtain a vendor to provide tables and chairs for a non-athletic reservation in the gymnasium. Any vendor hired by the applicant to provide materials and /or services for the reservation must abide by the rules stated herein, including the timely removal of any items furnished for the reservation. It is the responsibility of the applicant to notify the vendor of the rules, as well as required time of removal for all items.
- h) Because of the schedules of activities in the gymnasium, it is imperative the renter return the gymnasium to its pre rental status. Up to 50% of the security deposit may be deducted for the applicant's failure to remove all decorations, tables, chairs, furniture, and all other items placed in the gymnasium by the applicant or a vendor hired for the reservation. The applicant is responsible for ensuring that all decorations, furniture, tables, chairs, and other items are removed as required by the Parks and Recreation Department.
- i) Recreation Center staff shall provide setup and breakdown of all City equipment within the Recreation Center. If the applicant's reservation shall go beyond the regular Recreation Center operating hours, the applicant must pay additional fees for a building attendant.
- j) One (1) building attendant is required per reservation at the Recreation Center. Prior to applicant leaving, the attendant shall inspect the areas used for any possible damage and inform the applicant. The attendant shall remain onsite until the applicant and all guests have left the premises.
- k) Alcohol is permitted with the appropriate number of security officers.
- l) Animals/Pets are not permitted inside the Recreation Center unless registered as service animals as defined by ADA.

Building attendants are assigned from guest arrival through clean up and securing the facility. Applicant shall only be charged for hours that go beyond regular Recreation Center hours with a minimum of 2 hours. Building attendant fees are non-refundable.

The Parks & Recreation Department has the right to require additional attendants for and all functions.

T.E. HARMAN CENTER-SPECIFIC POLICIES

The T.E. Harman Center is predominately used for senior classes and recreation programs. The availability of the rental rooms is dictated by the scheduled classes/programs. Therefore, the following policies apply only to the T.E. Harman Center:

- a) Meeting Rooms A-D are available for reservations from 6 p.m. to 1 a.m. Friday, 2 p.m. to 1 a.m. Saturday and 8 a.m. to 10 pm Sunday.

- b) Reservations can only be made up to 6 months in advance and no less than 15 days prior to the requested date.
- c) The T.E. Harman Center is not available for overnight use.
- d) Department staff does not provide set-up/breakdown for rentals unless the service is requested and paid for as part of the rental contract.
- e) A minimum of one (1) building attendant is assigned per reservation at the T.E. Harman Center. Prior to the applicant leaving, the attendant shall inspect the areas used for any possible damage and inform the applicant. The attendant shall remain onsite until the applicant and all guests have left the premises. Multiple small reservations may share an attendant at the discretion of the recreation manager.
- f) It is the responsibility of the renter(s) to collect and dispose of all trash in the appropriate receptacles.
- g) Multiple reservations may be booked at the facility on any given day/time, therefore applicants are asked to be respectful when accessing shared areas. (i.e. bathrooms and hallways)
- h) Alcohol is permitted with the required number of security officers.
- i) Use of amenities outside of those reserved is prohibited (i.e. library, activity rooms, coffee bar, and pool tables).
- j) Additives such as baby powder, saw dust, etc. are prohibited from being placed on flooring.
- k) Decorations are not permitted to be hung from fire alarms, exit signs, air conditioning vents, etc.
- l) Nails and Tacks are prohibited from being utilized on T.E. Harman Center walls and floors. Only scotch tape or painters tape shall be allowed on flooring. Tape is prohibited from being used on walls.
- m) The kitchen is a shared space accessible to all reservations. The renter(s) shall need to provide their own utensils, plates, cups, etc. The use of the kitchen shall be permitted at the discretion of the assigned building attendant.
- n) Animals/pets are not permitted inside the Recreation Center unless registered as service animals as defined by the Americans with Disabilities Act.

Building attendants are assigned from contract start time to contract end time. Building attendant fees are non-refundable.

The Parks & Recreation Department has the right to require additional attendants for any/all functions.

SECTION VI - PERSONAL PROPERTY

Each center has sufficient tables and chairs for its maximum occupancy for the applicants use. **None of the equipment may be taken outside of these facilities for any reason.** Renters shall be liable for any equipment missing or damaged as a result of the renter's use whether the renter actually removed the equipment or not.

Tables and chairs are not interchangeable between facilities.

In the event the facility doesn't have an adequate number of tables, chairs, or other items suitable for the applicant's needs, such items shall be rented at the applicant's expense. The City of Sugar Land is in no manner liable or responsible for personal property or rented items.

The City of Sugar Land is not responsible for lost, damaged and/or misplaced personal property placed in or on its facilities or grounds. Any items that remain may be claimed by the renter for up to one (1) week after the reservation.

Applicants are not allowed to store equipment or supplies at the facilities other than during the hours that are specified on the contract.

SECTION VII - ALCOHOLIC BEVERAGES

Persons visibly under the influence of drugs or intoxicated shall be asked to leave the premises or surrounding areas.

Applicants holding functions where alcoholic beverages shall be served or consumed are required to have a Sugar Land Police Officer(s) present during the function.

Alcohol is prohibited at park pavilions and consumption is not allowed outside of reserved buildings.

The applicant must provide their own containers for storing alcohol. City trashcans are not provided or intended to be used as beer kegs or cold storage for wine.

SECTION VIII - RESERVATION SECURITY

Applicants agree to comply with all applicable state and local liquor laws.

The City has the right to require a Sugar Land Police officer (s) for any and all functions. Taking into consideration among other things, the size of the group anticipated, the average age of the group, the presence of alcoholic beverages, live entertainment and past experience with a group.

If Security officers are required, the officer(s) are assigned from guest arrival through clean up and securing the facility with minimum of 4 hours. The cost for security shall be at **1 ½ times** the normal rate during **City holidays**. Security officer fees are non-refundable.

The City has the right to require Sugar Land Police officers or additional City staff for any and all functions.

If additional police officers are called out due to a disturbance or more attendees than was stated on the contract, the applicant shall be charged for the extra police officer(s) at a rate equal to 1 ½ times their regular hourly rate.

Groups comprised of persons 18years of age or younger must have at least 1 adult chaperon for every 10 guests. Chaperones must be 21 years of age or older and chaperones must be present through the duration of the function, setup and cleanup time included.

SECTION IX - CLEAN UP

The facility grounds are to be returned to the condition they were in before the applicant's rental period.

The applicant agrees to dispose of all garbage in the parking lot dumpster, remove all decorations, pick up garbage in patio areas (front and back of building), clean and return all tables and chairs to proper location in the storage room.

Any reservation that includes a crawfish boil or any cooking of the same nature is required to provide additional trash containers and liners for their reservation. At the conclusion of the reservation, the applicant must remove and dispose of the waste generated by the reservation offsite at their expense. If this condition is not met, the applicant shall forfeit their entire deposit.

Trash cans are provided for trash only; the applicant must provide additional containers for cold storage of beverages.

SECTION X – NONSTANDARD USE OF PARK FACILITIES

If a reservation meets or may meet the criteria for a non-standard reservation (see definition), a Non-Standard Park Use Request Form must be completed. The request form must be completed with detailed information

about the desired reservation and submitted to Imperial Park Recreation Center staff for processing.

The request form must be submitted no less than 45 days prior to the potential reservation date. The request form process is outlined in the Parks & Recreation Non-Standard Reservation Policies. A copy of these policies may be obtained from the Imperial Park Recreation Center or through the City website.

Once the process is completed, the applicant shall receive a list of conditions that must be met prior to the reservation date.

If applicant does not meet all the listed conditions, the reservation is subject to cancellation.

SECTION XI - CHANGES, CANCELLATIONS AND REFUNDS

To receive a refund of rental fees and security deposit, cancellations must be completed no less than thirty (30) days prior to the scheduled reservation. A \$50.00 processing fee shall be deducted from the security deposit for a cancellation made less than 30 days prior to the scheduled reservation.

If a reservation must be cancelled on the day of the scheduled reservation due to inclement weather, a full refund may be requested.

Any reservation made less than 30 days prior to scheduled use, and then which is cancelled shall forfeit rental fees as well as a \$50.00 processing fee which shall be deducted from deposit for cancellation. Security officer fees and building attendant fees are non-refundable.

Any and all changes made to the original reservation contract must be made in writing via email at parkreservations@sugarlandtx.gov, or in person.

Changes must be completed no later than 10 days prior to the scheduled reservation. If any changes are made less than 10 days prior to the reservation a late change processing fee shall be assessed (see attached *Fee Schedule*). Changes requested less than five days prior to the scheduled reservation shall be denied. Applicant must receive a confirmation from an Imperial Park Recreation Center staff representative in writing acknowledging the change or cancellation that was made to the contract.

Department staff reserves the right to change facilities in order to better facilitate the ratio of room size to group size. Every effort will be made by the City's representative to avoid cancelling any confirmed reservation. In the event of a run-off election or an emergency or an extreme situation beyond the control of the City's representative, such as a weather-related event, a confirmed reservation(s) may have to be canceled. All groups should be aware of this possibility. Should a reservation be canceled for these reasons, it may be rescheduled or a full refund given.

SECTION XI - EMERGENCIES

In case of emergencies during the use of the community centers, including but not limited to: plumbing problems, power failure and air conditioning problems, the applicant shall contact the Parks & Recreation Department at 281-275-2885. After business hours the answering service will contact the Parks and Recreation Department on-call staff member. In case of non-park related emergencies, the Police Department dispatch should be contacted at 281-275-2525. This information is also posted on the front doors of all community buildings.

If City staff is called out to respond to an emergency that is not the fault or responsibility of the City, including the pulling of fire alarms in a non-emergency situation, the applicant may be fined for a false callout.