

City of Sugar Land
Parks & Recreation Department

RESERVATION AND FACILITY USE POLICIES

Effective 10/2/2018

Imperial Park Recreation Center

Business Hours:
Sunday 1 p.m. to 5 p.m.
Monday – Friday 8 a.m. – 10 p.m.
Saturday 8 a.m. to 8 p.m.
Main Office (281) 275-2885
Fax (281) 275-2828
Email: parkreservations@sugarlandtx.gov

T.E. Harman Center

Business Hours:
Monday - Thursday 7 a.m. – 6 p.m.
Friday 8 a.m. – 5 p.m.
Main Office (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

CLYDE & NANCY JACKS CONFERENCE CENTER

3232 Austin Parkway
Sugar Land, TX 77479

JIM COOPER MEETING ROOM

225 Seventh Street
Sugar Land, TX 77478

LOST CREEK PARK

3703 Lost Creek Blvd.
Sugar Land, TX 77479

ELDRIDGE PARK

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 77478

OYSTER CREEK PARK

4033 Hwy. 6
Sugar Land, TX 77479

BRAZOS RIVER PARK

18427 Southwest Freeway
Sugar Land, TX 77479

The philosophy of the City of Sugar Land is 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.

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

SECTION I - DEFINITIONS

City: refers to the City of Sugar Land

City Council: refers to the City Council of Sugar Land, Texas

Department: refers to the Sugar Land Parks and Recreation Department

Applicant: may be referred to as user, client, renter, or customer and means the person completing the rental contract.

Non-profit Organization: shall be considered a non-profit organization if they are 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: Any enclosed reservation facility maintained by the Parks and Recreation 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 Parks and Recreation Department

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

SECTION II - RESERVATION PROCEDURES

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

The person signing the contract (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 park space and available to City personnel during the entire course of the reservation for which the applicant made a contract. If the applicant is not at the function, the contract is subject to termination and/or applicant may 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 will be kept open at all times; please do not park in these areas.

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

Use of any type of colored powder is strictly prohibited.

Smoking and/or gambling is strictly prohibited in community facilities.

Reserving a Facility

Park space reservations are on a first come, first served basis. **Reservations will not be taken over the phone.**

Rental Times:

T.E. Harman Center and Clyde & Nancy Jacks Conference Center: Available during non-programmed hours from 6 p.m. to 1 a.m. Friday and 8 a.m. to 1 a.m. Saturday and 8 a.m. to 10 pm Sunday. (Please see T.E. Harman Center Users section)

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. (Please see Recreation Center Users section)

Jim Cooper, Eldridge and Lost Creek Community Centers: Available 8 a.m. to 10 p.m. every day.

Duhacsek Park Community Center and Pavilion: Available 8 a.m. to 10 p.m. every day. (Please see Duhacsek Park users section)

Eldridge, Lost Creek and Sugar Land Memorial Pavilions: Available 8 a.m. to 10 p.m. every day.

Brazos River Park Bowl and Overlook: Available sunrise to sunset every day. There will be blackout dates due to festivals or other large events that occur in the adjacent festival site. (Please see Brazos River Park Users section)

Peak Hours (Friday 5 p.m. to Sunday 10 p.m.):

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 Residents, Businesses and Organizations that have repetitive reservations, such as monthly meetings, can reserve facilities 6 months in advance from the day a contract or request is filed and are limited to 1 reservation

date per month.

Non-Sugar Land Residents, Businesses and Organizations 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.

Non-Peak Hours (Monday 8 a.m. to Friday 5 p.m.):

Sugar Land Residents, Businesses and Organizations that have a one-time rental can reserve facilities no less than 5 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 rental can reserve facilities no less than 5 days or up to 6 months in advance from the day a contract is filed unless otherwise noted.

Sugar Land Residents, Businesses and Organizations that have repetitive reservations, such as monthly meetings, can reserve facilities 6 months in advance from the day a contract or request is filed and are limited to 1 reservation date per month.

Non-Sugar Land Residents, Businesses and Organizations 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.

Holidays

The following 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, 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.

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 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 and 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 seven (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 Parks and Recreation Department no later than ten (10) working days prior to the scheduled function.

Security officer fees and/or building attendant fees are due to the Parks and Recreation Department no later than ten (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 will be billed additional fees for not adhering to their contract and policies and procedures. In addition to those fees, the applicant will 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 Parks and Recreation Department. Any key not returned to the Imperial Park Recreation Center by the Wednesday following the reservation will assess a replacement fee of \$65.00 from the security deposit.

Americans with Disabilities Act - The community buildings are wheel chair 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 be allowed 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 and 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.

The City reserves the right to require applicants, when it is deemed necessary, to provide public liability and/or property damage insurance and any other coverage to protect the property of the City of Sugar Land. 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 USERS ONLY - Duhacsek Park is not located within City of Sugar Land City limits. 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 over lapping 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 USERS ONLY – Brazos River Park Bowl and Overlook do not have fixed structures. Therefore, the following policies apply only to Brazos River Park:

- a) The City may permit over lapping 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.

RECREATION CENTER USERS ONLY – The Imperial Park Recreation Center is predominately used for leisure classes and recreation programs. The availability of the multipurpose rooms and gymnasium is dictated by the scheduled classes/programs. Therefore the following policies apply only to the 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 will 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 appropriate receptacles.
- c) The Recreation Center is not available for overnight use.
- d) 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 will be required to pay for the use of protective flooring covering for the gym floor. Applicant will 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.

- e) 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.
- f) The Recreation Center staff will provide setup and breakdown of all City equipment within the Recreation Center. If the applicant's reservation will go beyond the regular Recreation Center operating hours, the applicant must pay additional fees for a building attendant.
- g) One (1) building attendant is required per reservation at the Recreation Center. Prior to applicant leaving, the attendant will inspect the areas used for any possible damage and inform the applicant. The attendant will remain on site until the applicant and all guests have left the premises.
- h) Alcohol is permitted with the appropriate number of security officers.
- i) Animals/Pets are not permitted inside the Recreation Center unless registered as assistant animals. All registered assistant animals must wear issued assistance gear.

Building attendants are assigned from guest arrival thru clean up and securing the facility. Applicant will 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 and Recreation Department has the right to require additional attendants for any/all functions.

T.E. HARMAN CENTER USERS ONLY – 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 and 8 a.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) The City of Sugar Land 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 required per reservation at the T.E. Harman Center. Prior to applicant leaving, the attendant will inspect the areas used for any possible damage and inform the applicant. The attendant will remain on site until the applicant and all guests have left the premises. Multiple small reservations may share an attendant at the discretion of the manager.
- f) It is the responsibility of the renter(s) to collect and dispose of all trash in the appropriate receptacles.
- g) Because multiple reservations may be booked at the facility on any given day/time, please be respectful when accessing shared areas.(i.e. bathrooms and hallways)
- h) Alcohol is permitted with the appropriate number of security officers.
- i) Use of amenities outside of those reserved is strictly 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 utilizing on T.E. Harman Center walls and floors. Only scotch tape or painters tape will 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) will need to provide their own utensils, plates, cups, etc. The use of the kitchen will be at the direction of the building attendant.

- n) Animals/Pets are not permitted inside the T.E. Harman Center unless registered as assistant animals. All registered assistant animals must wear issued assistance gear.

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

The Parks and 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 will 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 may be asked to leave the premises or surrounding areas.

Applicants holding functions where alcoholic beverages will 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 will 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 will be charged for the extra police officer(s) at a rate equal to 1 ½ times their regular hourly rate.

Groups comprised of persons eighteen (18) years of age or younger must have at least one (1) adult chaperon for every ten (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 building and/or pavilion 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, applicant must remove and dispose of the waste generated by the reservation offsite at their expense. If this condition is not met, then applicant will forfeit their entire deposit.

Trash cans are provided for trash only; please use your own containers for cold storage of beverages.

SECTION X – NONSTANDARD USE OF PARK FACILITIES

If a reservation meets or may meet the criteria for a nonstandard reservation (see definition), a Non Standard Park Use Request Form must be completed. The request form must be completed with detailed information about the potential 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 and Recreation Nonstandard Reservation Policies. A copy of these policies may be obtained from the Imperial Park Recreation Center or the Parks and Recreation page on the City of Sugar Land website.

Once the process is completed, the applicant will 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 will be deducted from the security deposit for a cancellation made less than thirty (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 thirty (30) days prior to scheduled use, and then which is cancelled will forfeit rental fees as well as a \$50.00 processing fee which will 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, please email: parkreservations@sugarlandtx.gov or fax 281.275-2828 Attention: Reservationist. Changes must be completed no later than ten (10) days prior to the scheduled reservation. If any changes are made less than ten (10) days prior to the reservation a late change processing fee of \$65 will be assessed. Applicant must receive a confirmation from the Reservationist in writing acknowledging the change or cancellation that was made to the contract.

The staff of the Parks and Recreation Department 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 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 and Recreation Department at 281-275-2885. After business hours the answering service will contact the Parks and Recreation Department on-call staff person. In case of non-park related emergencies contact the Police Department dispatch at 281-275-2525. This information is also posted on the front doors of the community buildings.

If the staff is called out to respond to an emergency that is not the fault or responsibility of the City, (this includes the pulling of fire alarms in a non-emergency situation) the applicant may be billed for unnecessary call outs.