

DEPARTMENT POLICY:

POLICY FOR RESERVING COMMUNITY CENTERS

EFFECTIVE DATE: October 1, 2024
Revised and Separated from Community
Center Policies and Operating Procedures

C.11

Reviewed by Legal October 1, 2024

Page 1 of 11

Approved by Director: *Richard Zavala*

Approved by Assistant City Manager: *[Signature]*

Purpose

City of Fort Worth community centers shall be utilized primarily for recreational activities and community programs that are promoted, sponsored, and co-sponsored by the City and/or the Park & Recreation Department (PARC). The community centers will secondarily be available for private reservations when not in conflict with community center programs or operations.

City of Fort Worth, Texas, Code of Ordinances, Chapter 2-138 states:

Subject to the approval of the city manager, the park and recreation director shall be responsible for determining the overall policies, regulations and programs governing acquisition, improvement, maintenance and operation of all public parks, parkways, lakes and other recreational areas, and the grounds surrounding all municipal buildings owned or controlled by the city. In addition, the director shall perform such other tasks and administer such programs as may be assigned by the city manager from time to time for the purpose of promoting the well-being of the community and the citizens of the city. The park and recreation director shall be responsible to the city manager for administration and implementation of the policies established by the city council in accordance with the provisions of this article.

Community centers are considered public facilities and may be used as shelters during a natural disaster or local emergency

All policies and procedures are subject to change and must conform to Chapter 24 of the City Code.

EFFECTIVE DATE: October 1, 2024
Revised and Separated from Community
Center Policies and Operating Procedures

C.11

Page 2 of 11

A. Reservation Policy

1. The City reserves the right to enforce reasonable and content-neutral time, place, and manner restrictions on the reservation and use of community centers.
2. City-sponsored events or uses shall take priority over all other types of events, followed by use of community centers as voting places. All other reservations will be approved on a first-come-first-served basis with the understanding that, to make the space available to as many different groups as possible, the City may limit the number of reservations any one person or group may have at a given time.
3. Reservation requests will not be granted or denied based upon the viewpoint of the potential renter; however, events or speech constituting a violation of law, incitement to violate the law, obscenity, defamation, harassment, or those deemed disruptive to community center operations will be prohibited.
4. **The City's approval of a reservation does not constitute endorsement by the City of a renter's views, beliefs, or activities, and no event shall be publicized or advertised in such a way as to imply City sponsorship or endorsement without the explicit prior written approval of the City. All promotional/advertising materials for any rental must include the following statement in an easily readable font size and type: "This event is not endorsed or sponsored by the City of Fort Worth." Failure to include such disclaimer on promotional/advertising materials may result in cancellation of the reservation.**
5. Renters are responsible for ensuring that reservation attendees comply with all City policies, and any failure to do so may result in immediate termination of a reservation. Individuals, groups, or organizations failing to comply with any part of this policy or any other City policy, or any local, state, or federal law, or who provide false or incomplete information during the application process, may be denied use of City facilities.
6. The City reserves the right to have staff or public safety personnel present at reservations, including rental areas to ensure compliance with City policies. All reservations must be contained within the rented area (not in hallways, entryways, or adjacent spaces) so as not to disrupt community center operations.
7. Refer to **Reserving Community Centers for Political Activities** policy for procedures related to reserving facilities for political activity.

EFFECTIVE DATE: October 1, 2024

C.11

Revised and Separated from Community
Center Policies and Operating Procedures

Page 3 of 11

B. Ongoing Reservations

1. There shall be no on-going reservations. On-going shall be defined as meetings, events, programs, or activities occurring more than once per month. Exceptions, as approved by the director or designee, must complete an agreement. Exceptions shall be made on a case-by-case basis, with consideration for the type of event, amount of time and frequency requested.

C. Fiscal Services

1. The City accepts cash, checks, money orders, credit cards, debit cards, and Tap to Pay as forms of payment.
2. Check and Money Order Acceptance Procedures
 - a. All checks or money orders should be payable to the “City of Fort Worth.” A valid government issued ID is required for all check payments. Checks and money orders must be made for the exact amount due. Post-dated and stale-dated checks will not be accepted.
 - b. In the event a check is returned for insufficient or uncollected funds, the City may present the check electronically. The following actions will apply:
 - i. The customer will be notified of an NSF check and may not reserve any City facilities until the account is cleared. The account will be suspended until sufficient payment is rendered.
 - ii. A \$25 non-sufficient funds (NSF) fee will apply.
 - iii. The rental or deposit fee plus the NSF fee must be paid at the Cashier’s Office, located in City Hall.
 - iv. Once the payment is made, a receipt from the Cashier’s Office must be presented to designated staff for the account to be cleared.
3. Credit or Debit Card Acceptance Procedures
 - a. The City accepts all major credit cards.
 - b. The City follows Payment Card Industry (PCI) standards for credit card security. Staff does not have access to full credit card information.
 - c. Customers must provide a valid government issued ID when paying with a credit card.
 - d. Customers must notify staff if their card has expired, been lost, or changed. If new payment information is not provided when requested, the customer’s rental will be cancelled.
4. Cancellation and Refunds
 - a. Refunds will not be given once a reservation has begun.
 - b. All cancellation requests must be submitted in writing.

EFFECTIVE DATE: October 1, 2024
Revised and Separated from Community
Center Policies and Operating Procedures

C.11

Page 4 of 11

- c. If facility reservation cancellation request is made at least two weeks prior to the rental, 100% of the deposit and fees will be refunded. If the reservation cancellation is made within two weeks of the rental, all deposits will be forfeited.
- d. All refunds must be approved by the center supervisor/coordinator.
- e. A \$10 processing fee will be assessed for all refund requests.
- f. Refund requests will be processed in the form of the original payment. Payments made by cash will be refunded by check. It is the customer's responsibility to notify staff if the original form of payment has changed, i.e., credit card number.

D. Fee Schedule

- 1. All fees are set by City Council.
- 2. A refundable deposit shall be collected for each reservation to ensure that the facility is maintained and cleaned according to the rental agreement. The deposit is due when making the reservation.
- 3. The deposit is separate from and in addition to the reservation fee.
- 4. Rentals shall be made a minimum of 14 days prior to the reservation date. All remaining fees must be paid a minimum of 14 days prior to the reservation date. Failure to pay the rental fees 14 days prior to the reservation date may result in the reservation being canceled and loss of deposit. Rental requests made within 14 days of the rental are at the discretion of the community center supervisor/coordinator and may be charged a late booking fee.
- 5. Rentals outside the hours of operation must be made 30 days in advance and must be a minimum of two hours.
- 6. Facility reservations can be made up to six months in advance of the reservation date with one-hour minimum length.
- 7. In addition to the standard rental rates, a staffing fee will be charged for use of the community center outside of operating hours and on days the community center is closed. Staffing fees are determined by the size and scope of the reservation.
- 8. Rentals are subject to cancellation if all fees are not paid in full 14 days prior to the rental.
- 9. After the rental, deposit fees will be refunded depending upon City inspection of the facility.
- 10. Rental fees are non-refundable for any unused rental time.
- 11. If the renter has any outstanding past-due balances on their account, this may result in forfeiture of their rental date. Reservations with outstanding balances on the day of the rental will not be permitted facility access.
- 12. The City Code of Ethics prohibits staff from accepting tips, gifts, gratuities, or any other favors from the renter.

EFFECTIVE DATE: October 1, 2024
Revised and Separated from Community
Center Policies and Operating Procedures

C.11

Page 5 of 11

-
13. Under certain conditions, the City of Fort Worth may be forced to cancel a rental prior to the reservation date. Possible reasons for cancellation include but are not limited to a declared emergency, unsafe environmental or health conditions, emergency situations, inclement weather, interrupted utility services, etc. The city will attempt to notify the renter as soon as possible if such a cancellation occurs. All fees paid to the City by the renter will be refunded to the renter if such a cancellation occurs.
 14. Rental fees will not be refunded if the rental is canceled on the day of or during the reservation due to negligence or unsafe conditions caused by the renter, or due to falsified information that would typically be grounds for cancellation or non-approval of the rental.

E. Concession/Admission Fees

1. Rentals for which the renter plans to charge admission or sell concessions (food, drink, or merchandise) within the community center or surrounding premises will be required to pay the City a percentage of the gross revenue. The fees shall be \$50.00 or 10% of gross revenue, whichever is greater. The renter will be required to present a financial report to the community center supervisor/coordinator for the tracking of admission and concession fees for the purpose of assuring required payments to the City. This report is due 14 days after the rental along with any admission/concession fees due to the City.
2. The above fee is not applicable to nonprofits or in the case of Community Center Advisory Council or support groups that assist the community center and in which one hundred (100%) percent of the net proceeds of the organization are directed to community center programs, supplies, equipment, and/or other approved functions.
3. To qualify for non-profit tax-exempt status, the renter may be required to provide a copy of its tax-exempt status, i.e., 501(c)(3) registration or other documentation verifying non-profit status.
4. No monies can be exchanged on City property unless previously approved in writing by center management.

F. Fee Waivers

1. The department operates facilities and programs that compete with public and private sector facilities for business and periodically needs to adjust fees in response to market demands and for promotional and educational purposes. The director or their designee has approval by City Council to adjust or waive fees in response to market demands such as seasonal, weather-related, and facility condition-driven factors; customer service resolutions; memberships; advertising opportunities; special marketing promotions; and educational

EFFECTIVE DATE: October 1, 2024
Revised and Separated from Community
Center Policies and Operating Procedures

C.11

Page 6 of 11

purposes.

G. Procedures for Booking Reservations

1. General

- a. It is the responsibility of the customer requesting the reservation to comply with and enforce the rules and regulations for all attendees.
- b. Reservations are on a "first-come-first-served" basis.
 - i. Customers making reservations shall determine the exact time the facility is needed. All set-up, break-down, decorating, and cleaning time must be included in the reservation time.
 - ii. Admittance into the facility will not be made prior to the specified time. If the reservation extends beyond the reserved designated time, additional rental and staff fees will be assessed.
 - iii. In the event additional reservation time is needed, staff must be notified immediately. Approval of additional time is at the discretion of the community center supervisor/coordinator.
 - iv. If approved, fees must be paid in advance before allowing extra time.
 - v. The number of attendees shall be restricted to the stated capacity of each room or fewer as required by State, County, or City ordinances.
 - vi. The deposit, or a portion of the deposit, will be forfeited if the space is not left in as good or better condition than found.
 - vii. Attendees are asked to leave the premises as soon as rental concludes.
- c. The community center supervisor/coordinator must approve all requests for reservations, including those held on City holidays.
- d. Reservations must be made in-person or online; telephone reservations are not permitted.
- e. The City reserves the right to book more than one reservation in the facility. Consideration will be given to avoid noise concerns. Please note that the facilities are open to the public during hours of operation.
- f. Reservations may be transferred to a different date when requesting at least two weeks in advance of original rental date. These changes are dependent upon availability and staffing. Multiple reschedules will not be granted.
- g. The renter must check in with facility staff prior to the reservation start time. The renter must be on site for the duration of the reservation and comply with and enforce all policies, rules, and regulations pertaining to facility usage.
- h. At no time should the renter sublease or assign its rental to another individual, group, or

EFFECTIVE DATE: October 1, 2024
Revised and Separated from Community
Center Policies and Operating Procedures

C.11

Page 7 of 11

organization.

- i. Renter, as additional consideration, shall covenant, promise, and agree to hold the City of Fort Worth harmless and indemnify it against any and all suits, damages, claims, causes, or actions which may arise out of the use of the property.

2. Gymnasium Reservations

- a. Reservations must abide by all policies and rules.
- b. No food, drink, gum, cleats, marking shoes, baseballs, or softballs are permitted in the gymnasium. Closed toe shoes are required to be worn during sporting events.
- c. A floor covering may be required depending on the type of event held in the gymnasium, i.e., events with food. An additional fee will be assessed.
- d. Full court rentals may only be permitted during operating hours if they do not interfere with open play and scheduled programs.
- e. If a half court is reserved, the gym curtain must be pulled or lowered and in place, thus allowing the other half to be used for another rental, open play, or a class. If a gym curtain is not available, cones or some other dividing items must be in place to designate the reserved space.
- f. No coaches or assistant coaches are allowed to be on or around the gym floor area directing practices or drills unless they have paid for a private reservation.
- g. Teams participating in the City of Fort Worth Youth Sports Program (YSP) are allowed to practice at community centers for free, only during the YSP season, including two weeks prior to the first game through playoffs. Teams may practice using a half court, one hour a week. Once no more games are scheduled, usage of the gyms for free by YSP participants is discontinued.
- h. If a community center operates its own leagues and/or tournament play, the community center can establish procedures for teams to practice.

3. Equipment and Decorations

- a. No decorations can be attached to painted walls or room dividers, including command strips. Tape may not be used on the floor. No items may be hung from the ceiling. Decorations may be hung from doors, door frames, windows and mirrors using scotch or painters' tape only. Renter cannot nail, tack, screw, or otherwise physically attach materials to any part of the facility. All decorations must remain inside the rental space; nothing may be displayed in the lobby or hallway. Decorations must be fireproof.
- b. All decorations and equipment must be removed from the facility at the conclusion of the rental. This includes, but is not limited to, vendor deliveries and pick-ups.
- c. The facility will not accept shipments of freight or rental materials for the renter.

EFFECTIVE DATE: October 1, 2024
Revised and Separated from Community
Center Policies and Operating Procedures

C.11

Page 8 of 11

- d. Cartons, packages, or other containers brought in or removed from the facility may be subject to random inspection by staff.
 - e. A limited number of tables and chairs may be available for use by the renter.
 - f. Community center staff will be responsible for setting up and taking down tables and chairs based upon the pre-approved floor plan. Floor plans are due at time of booking, or at minimum, 14 days in advance of the rental.
 - g. Facility furnishings must not be removed, taken outside, or removed from the building.
 - h. Floors must be protected from movable equipment, i.e., DJ equipment and stages.
 - i. The staff cannot provide assistance with renter set up, carrying supplies, or other materials brought in for the reservation.
 - j. DJs, live bands, and subwoofers need to be in compliance with the City noise ordinance.
 - k. A rental using the facility's audio/visual equipment will be required to preschedule an audio/visual check. Audio/visual equipment is subject to availability and may incur additional fees.
 - l. A certificate of insurance is required to use a private bounce house or for any other amusements or entertainment at the community center, park, or surrounding area. As an alternative, some community centers have their own bounce houses that can be reserved for an additional fee. One bounce house only per each half of the gymnasium.
 - m. Commercial photography fees will be assessed according to the approved fee schedule.
 - n. Some centers have equipment that is available for an additional fee.
 - o. The facility does not provide extension cords, portable stereos, tape, or ladders.
 - p. The City is not responsible for lost or stolen property.
 - q. The renter is responsible for repair or replacement costs of any lost or damaged property or equipment during the rental.
 - r. The City is not responsible for the cost of an item or decoration that was purchased for a rental and is prohibited from use.
- 4. Prohibited Items**
- a. Alcoholic beverages, tobacco products, vaping, gambling, and illegal drugs are not permitted in or around community centers, parking lots, or parks.
 - b. Only service animals are permitted in the facility; pets are not allowed.
 - c. Glitter, color powder/smoke, rice, birdseed, fog, foam, and bubble machines, piñatas, sidewalk chalk, water balloons, confetti, or other entertainment litter are not permitted in the facility.
 - d. Live Christmas trees and straw/hay bales are prohibited.
 - e. No glass containers, deep fryers, tents, or generators are permitted in the facility.

EFFECTIVE DATE: October 1, 2024
Revised and Separated from Community
Center Policies and Operating Procedures

C.11

Page 9 of 11

5. Kitchen and Food

- a. Some facility's kitchen is intended for warming food only and may not be equipped as a full catering kitchen.
- b. If the kitchen is needed, it must be rented with a two-hour minimum; additional fees apply.
- c. Refrigerator space for the storage of items during facility reservations must be approved by staff prior to event. Use of refrigerator will only be granted if space is available. City is not liable for stolen or damaged items placed in the refrigerator.
- d. Food trucks are permitted with prior authorization and required documents.
- e. These items are not provided as part of the reservation: linens, tableware, utensils, pots, pans, and coffee makers.

6. Safety and Security

- a. Abusive language, threats, assault, vandalism, theft, and other conduct will result in law enforcement being notified.
- b. Open flames, fireworks, or sparklers are prohibited. Chafing dishes, sterno cans, and LED candles are permitted. Customers must follow the regulations of the City Fire Code.
- c. Extension cords must be plugged directly in to an electrical outlet or a power strip and must not be piggybacked. Cords subjected to food or equipment traffic shall be contained within cord covers or low residue carpet tape.
- d. The use, display, or storage of compressed gases, flammable liquids, or dangerous chemicals is prohibited.
- e. The City reserves the right to prohibit or remove any items if it is determined that the item may cause damage to the facility or create a hazard.
- f. Children are to be appropriately supervised by adults at all times.
- g. Exit doors may not be obstructed, locked, or blocked. Exit signs, fire and emergency equipment may not be obstructed from view or blocked.
- h. If a fire alarm sounds, emergency personnel will be notified, and the facility will be evacuated until emergency personnel determine that it is safe to re-enter the facility.
- i. Attendees must stay within the area of the reservation for the duration of the rental and are prohibited access to any spaces not included in the reservation.
- j. When security is required for an event, a uniformed Fort Worth Police Officer shall be provided at the expense of the renter who reserves the community center. The decision

EFFECTIVE DATE: October 1, 2024
Revised and Separated from Community
Center Policies and Operating Procedures

C.11

Page 10 of 11

to require police security shall be at the discretion of the District Superintendent in collaboration with the community center supervisor/coordinator. The renter may be required to hire security for the following reasons: events that have the possibility of protests, violence, or other special circumstances; events where the renters request officers for the safety of their event; events where the center requests officers for the safety of their staff and property. In these instances, the renter is required to hire a Fort Worth Police Officer for a minimum of four hours. Off-duty requests must be made 14 days in advance. Proof that the officer has been secured is required to be submitted at least 72 hours before the rental. The number of officers is contingent on the number of people attending the event. The renter may not secure their own private security in lieu of required Fort Worth Police Officers.

7. Other Considerations

- a. Parents, guardians, or adult sponsors (21 years or older) shall be required to request a reservation, as well as sign the permit for youth groups under 21 years of age.
- b. Two adult chaperones (21 years or older) shall be required for a function of 30 or less youths (under age 21) with one additional chaperone for each additional group of 15 youths.
- c. Chaperones must be present when the rental begins and remain throughout the permitted rental time. Chaperones must not vacate the area until all youth leave the facility and immediate area.
- d. Music is allowed during rentals unless staff determine it is offensive, explicit, or excessively loud.
- e. Room doors must remain closed when music is playing.
- f. Recording of any kind is prohibited in the restrooms or locker rooms.
- g. Proper attire must be worn at all times.
- h. The City reserves the right to post photographs of our facility to social media sites and the City website.
- i. Motorized vehicles are prohibited from parking or driving on grass areas. Vehicles must be properly parked and are not allowed to park in the entrance or walkway areas.
- j. Loading and unloading of vehicles must be from the parking lot or designated loading areas. Vehicles left unattended in fire lanes or loading areas will be towed at the owner's expense.

DEPARTMENT POLICY:

POLICY FOR RESERVING COMMUNITY CENTERS

EFFECTIVE DATE: October 1, 2024
Revised and Separated from Community
Center Policies and Operating Procedures

C.11

Page 11 of 11

- k. All areas utilized in the reservation must be cleaned before the rental is concluded. This includes sweeping floors, clearing trash from tables, floors and mopping up all spills. All rooms and amenities utilized in the reservation should be left in as good or better condition than prior to the reservation. All trash as the result of use of the rental will be disposed of in the dumpsters. A community center staff member will inspect all rooms utilized at the conclusion of the reservation and will provide a final inspection report. The renter must provide the signed rental inspection report to collect damage deposit.