

RENTAL POLICIES

BOOKING POLICY

Reservations at the Frank W. Mayborn Civic & Convention Center are not confirmed until a signed Rental Agreement and a non-refundable reservation deposit equal to 50% of the facility rental have been received. One-day events may be held on the calendar for up to five (5) business days pending contract execution and deposit, while multi-day events and conventions may be held for up to ten (10) business days. Reservations not completed within the applicable hold period may be released without notice unless alternate arrangements have been approved by the Venue & Guest Experience Manager. Reservations may be accepted up to one (1) year in advance for one-day and recurring events, two (2) years in advance for multi-day events, and five (5) years in advance for conventions.

All rental periods must include setup and teardown within the contracted time, and all guests, vendors, and event materials must be removed from the facility by the scheduled end time. Weekend rentals require a minimum facility and equipment rental expenditure of **\$1,000** if no other events are scheduled that weekend. The remaining rental balance, including estimated equipment and staffing charges, is due no later than fourteen (14) days prior to the event. A \$500 refundable damage/security deposit is required of all events. Clients with outstanding balances from previous events will not be permitted to reserve future dates until all accounts have been paid in full. Cancellations made sixty (60) or more days before the event will receive a refund of payments made, less the non-refundable reservation deposit. Cancellations made within sixty (60) days of the event will forfeit all payments received. One (1) reschedule within 180 days of the original event date may be approved based on availability.

MOVE IN/MOVE OUT

Move in and move out days are permitted 10am-4pm and assessed at one half of the regular lease rate should either occur on a different day or days of the actual event, based on availability. Lessees or their authorized representative must be on site until the move in/out is complete. Activities that do not fit the scope of move in/out will result in applicable fees. Move-in-and-move-out days are subject to availability and are not offered on Fridays or Sundays without approval from Venue and Guest Experience Manager.

FOOD & BEVERAGE SERVICES

The Frank W. Mayborn Civic & Convention Center offers in-house bar and concession services for all events. Events with **50 guests or fewer** may self-cater with prior approval and payment of a **\$75 Self-Catering Facility Impact Fee**. Events with **more than 50 guests** are required to select a caterer from the Mayborn's Approved Caterer List. Caterers interested in becoming an approved vendor may request an application from Mayborn staff. Food trucks may also be permitted with prior approval and **\$150** applicable fees. Please contact your sales representative for additional information regarding food and beverage options.

ALCOHOL SERVICES

The MCC is the sole licensee for alcoholic beverage service and provides full bar services to its guests, including both cash and hosted bar service. By law, no alcohol may be brought into the facility or taken out of the MCC by any lessee or their guests. Hosted bar service fees include a 15% gratuity of total sales. A \$100 bar set up fee is required for each bar set for an event. Minimums may apply.

DECORATIONS

Masking and Scotch-brand type tape and Command-type strips are the only adhesives permitted for attaching decorations to the facility. However, neither may be used on painted surfaces. Duct tape, specifically, may not be used on the MCC's flooring in any part of the facility. The use of staples, tacks, nails, etc., are not permitted for use on any surface, including the partition doors, excluding the particle board panels inside the main hall. The use of glue of any kind is prohibited. Decorations requiring hanging and use of staff and lifts must be first approved by the operations manager. Glitter and confetti may not be used in decorating schemes or on tabletops. Confetti or glitter on the floor in any amount will result in the forfeit of the lessee's damage/cleaning deposit. All decorations must be non-combustible. Natural Christmas trees and hay bales are not permitted inside the facility. MCC staff are the only people authorized to make setup changes. Personal equipment, including tables, chairs, and staging may not be brought into the MCC without prior approval. The Lessee maintains the sole responsibility for dismantling and removing all personal equipment, including

decorations, unless prior arrangements have been made with the MCC. Failure to abide by these policies may result in a \$350 excess cleaning fee as well as full payment for any damaged property or equipment.

CUSTODIAL SERVICES

The MCC provides basic custodial services for all events including set up and clean up. Extra fees may apply for lessee's seeking additional custodial services or when events generate more than typical amounts of trash and debris. All lessees are required to leave the premises in the condition they were in when occupied, which includes clearing, bagging and properly disposing of all food provided by outside caterers, and related trash (napkins, plastic plates/cutlery, etc.). Decorations, personal belongings, equipment and supplies must all be removed on or before the contracted end time for each lessee's event. The Venue & Guest Experience Manager may require additional cleaning deposits up to \$350 for any event.

INSURANCE

All events require appropriate insurance. Without exception, proof of insurance is required before the event takes place. The sales representative will discuss insurance requirements with each lessee as part of the event planning or request for proposal process.

OPEN FLAME POLICY

The City of Temple has adopted and operates under the Standard Fire Prevention Code. Review and approval for the use of any open flame, to include the use of pyrotechnics or cold-flare lighting used by DJs and entertainers must be approved before your event.

PARKING & TOW-AWAY ZONE

The MCC maintains over 600 parking spaces for its lessees and guests. Loading zones and handicapped parking spaces are clearly marked. Unauthorized parking for any duration of time is not permitted in these areas. Loading zones are located in the circular drive in the front of the MCC, the east side of the MCC. All handicapped and loading zones are routinely patrolled by Temple police and fire personnel for compliance.

Violators may be ticketed or their vehicles may be removed from the area. Lessees are responsible for guest conduct and compliance.

REFUNDS

The terms for refunds are provided in the lessee's contract. All refunds are provided at the discretion of the Venue & Guest Experience Manager. Please direct any questions related to refunds before your event to your sales representative. For refunds following an event or immediately before an event date, please contact the Venue & Guest Experience Manager for resolution.

RENTAL PERIODS

Half Day: 6 hours or less, from the time a lessee occupies the facility to when the lessee vacates. Half Days are only allowed with the permission of the Venue & Guest Experience Manager

Weekday One Day Full-Day Event Hours: Up to 12 consecutive hours between 8:00 AM and 8:00 PM. Which includes set up and tear down. Additional hour fees apply unless approved by the Venue & Guest Experience Manager.

Full Day: 8am – 12am

Weekend: Friday – Sunday

Minimum rates apply to weekends and holidays. Events extending outside the times noted above will be assessed a \$150/hour fee. 1:00am maximum.

Changes made to room set-up less than 14 days prior to event will incur a \$300.00 event change fee.

SECURITY

Events where alcohol is served require security. Lessee is responsible for securing security with the Bell County Sheriff's (Only booked through the MCC) or a licensed company on the venue's approved list. **All Military Events are required** to use County Sheriff Department. Requests for exception may be discussed with the MCC's Venue & Guest Experience Manager.

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