

RENTAL POLICIES

BOOKING POLICY

Events are booked at the Frank W. Mayborn Civic & Convention Center (MCC) on a first request basis. Lessees requesting to hold dates are allowed 72 hours to confirm their requested dates with a paid deposit consisting of 50% of the lease rate. One-time private events may book nine months in advance with signed contract and deposit. Reoccurring events may book one year in advance. Multi-day events are scheduled up to two years in advance, and conventions may book up to five years in advance. Events are scheduled on a tentative basis, except private events, until a signed contract is received and a deposit is paid. Contracts and deposits which are not completed by the 72-hour due date risk losing their dates, unless arrangements are agreed upon by the lessee and the MCC operations manager. The operations manager has discretion to book any event regardless of dates. Total lease fees are due in full a minimum of 10 business days prior to the event date. The operations manager may require one-time lessees to prepay all items and services before the event. All post-event fees are due immediately upon receipt of invoices.

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. Utilities, such as air conditioning and heat are provided on event days and hours only. Should air conditioning be required for move in/out, full facility rates apply.

FOOD & BEVERAGE SERVICES

MCC provides high-level catering services that appeal to a wide variety of events. Additionally, event hosts may use outside caterers at the MCC upon demonstrating adequate insurance coverage and a current food handler's permit issued by the City of Temple. The following outside catering fees apply: regardless of the number of guests, a catering set up fee of \$100 will be applied to all events using outside caterers. Additionally, a \$1.00

per person catering service fee will be applied to the total number of meals provided to guests at any event. Please contact your sales representative for information about self-catering 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 in to 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 \$50 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 table tops when linen is provided by the MCC. Confetti or glitter on the floor in any amount will result in the forfeit of the lessee's 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, staging may not be brought into the MCC without the operation manager's 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.

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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 it was when occupied, which includes clearing, sacking 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 operations manager may require cleaning deposits up to \$350 for any event.

INSURANCE

All events open to the general public 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. Lessee's 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 operations 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 operations manager for resolution.

RENTAL PERIODS

Half Day: 6 hours or less, from the time a lessee occupies the facility to when the lessee vacates.

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 10 days prior to event will incur a \$250.00 re-set fee.

SECURITY

Events where alcohol is served require security. Lessee is responsible for securing security with the Bell County Sheriff's Office or a licensed company. Requests for exception may be discussed with the MCC's operations manager.

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