

# RENTAL POLICY



## **RESERVATIONS**

Applicable fees are due at the time of reservation. We do not hold or guarantee rooms without payment.

### **MINIMUM RENTAL TIMES**

There are minimum rental times for the Great Room and Lounge. Please check with reservation specialists for details. Weddings and Receptions in the Great Room have a 10-hour minimum rental and a 6-hour minimum rental for the Lounge.

### **CONSECUTIVE HOURS**

Hours rented for an event must be used consecutively. The only exception is Great Room Reception Packages which can be split.

### **AVAILABILITY**

Setup and cleanup must be included in the total rental time. Access to your room rented is limited to the start and end times listed on your reservation request.

You will be charged for the entire rental period listed on contract, even if the event ends early. Rentals that extend beyond scheduled hours are subject to staff availability and charged accordingly.

### **ADVANCED RESERVATIONS**

CenterPlace accepts reservations up to 3 years in advance for all event types.

### **WEDDING CEREMONIES**

Ceremonies can be held inside or on our west lawn. There is an extra fee for having your wedding ceremony at CenterPlace. More than one wedding may be scheduled each day.

## **RATES**

CenterPlace is owned by the City of Spokane Valley. Rates are reviewed and approved by the City of Spokane Valley City Council. Therefore, rates cannot be negotiated. Current rates can be found in the information packets or call the information desk at (509) 688-0300.

## **PAYMENTS**

Payments can be made with Visa, MasterCard, American Express, check or cash. Payments can be made in person, by phone or fax machine.

## **SPECIAL REQUESTS**

Business and non-profits can fill out a special request form for the Director's review and approval for deferral of payment.

## **DAMAGE DEPOSITS**

The damage deposit is NOT applied to the total payment. Deposits are refunded in full after the reservation date if there are no additional charges. Please allow up to 6 weeks for processing through the City of Spokane Valley's Finance Department.

## **CHANGES**

Changes to approved reservations must be submitted in writing to CenterPlace. A \$25 change fee may be assessed to cover administration costs pending decision of CenterPlace Coordinator. Changes in floor plans the day of the event will incur a \$100 fee.

## **CANCELLATIONS**

Cancellations must be received in writing to CenterPlace. Cancellations received at least 6 months in advance will pay a \$50 processing fee; events cancelled 3 to 6 months in advance will forfeit damage deposit and there will be a 50 percent cancellation fee for events cancelled less than 90 days prior to the scheduled date. Note: This cancellation policy does not apply to multiple day events or meeting rooms. A 2-week written notice of cancellation is required for full refund of meeting room events.

## **PRE-EVENT MEETINGS**

A pre-event meeting is required for events in the Great Room or Fireside Lounge. At this meeting, we will go over the floor plan along with other details of your event. This meeting will be scheduled approximately 30 days prior to your event and will be held Monday through Friday 8am-5pm.

A contact person will need to be selected for the day of the event. If a wedding or reception, it cannot be the bride or groom.

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## **DECORATIONS**

Nothing can be stapled or tacked to the walls. Nothing can be hung from the ceiling or rafters. Please refer to decoration policy for full list of decoration restrictions.

Decorations need to be set up and taken down during time room is rented. Decorations cannot be left overnight. CenterPlace is not responsible for any decorations. If food and/or decorations are left behind, the damage deposit is forfeited.

## **SUPERVISION OF CHILDREN**

Children must be supervised at all times. Children must be in the event room and are not allowed to run up and down the halls. It can be a disruption to other groups using the facility. Failure to supervise children will result in a loss of damage deposit.

## **SMOKING**

Per Washington State law, smoking is prohibited within 25 feet of the building. Your guests may smoke at the receptacles provided at the front entrance, covered carport or Great Room patio. Smoking is not allowed on the Lounge balcony.

## **FOOD**

CenterPlace has a contract with Cobblestone Catering. Please contact them at (509) 344-9004 for sample menus and to discuss your catering needs. Cobblestone provides catering 7 days a week. Groups are required to use Cobblestone Catering for their food and beverage needs Monday - Saturday. No other caterers are allowed at CenterPlace. \*\*Weddings are not allowed to self-cater.

Self-catering/potlucks are allowed on Sundays only. The food must be brought in pre-prepared as there are no cooking/prepping facilities available. No other caterers are allowed at CenterPlace.

Meals are not allowed in the Auditorium, however, coffee and snacks are allowed. Groups may provide their own cake for celebrations.

## **PARKING**

There are over 400 free parking spaces. No overnight camping is allowed.

## **BEVERAGE SERVICE**

Free water service is provided for all groups. However, groups over 50 must provide their own cups or pay a small supply fee.

Coffee service can be provided by our in-house caterer.

## **ALCOHOL**

Alcohol can only be provided by Cobblestone Catering in the Great Room, Fireside Lounge and Executive Conference rooms. No outside alcohol is allowed. For more information, call Cobblestone Catering at (509) 344-9004.

## **SETUP**

### **TABLES AND CHAIRS**

The use of tables and chairs are included in all reservations. Room layout will be discussed at pre-event meeting and will be set by our staff to your specifications. Groups are not allowed to move the furniture; please ask front desk staff for assistance. Inside furniture is not allowed to be taken onto the patio and patio furniture is not allowed indoors. Please see front desk staff if you need additional furniture for your group. If there are changes to the set up the day of a \$100 fee will be charged.

### **LINENS AND DISHES**

If you rent CenterPlace linens or dishes, we will set them up. Linens will be set prior to your arrival to not impede your ability to decorate. Staff may be in the room setting dishes while you are decorating.

## **CLEANUP**

Failure to clean up could result in the loss of your damage deposit. We offer cleanup services for a fee. This allows you and your guests to relax after the big event. If you would like CenterPlace staff to clean up after your event, we must be notified at least two weeks prior to your event. Cleanup is included in the Platinum Package.

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## **DECORATIONS**

Everything you bring in must be removed at the end of your event.

## **GARBAGE**

Place all garbage in receptacles. Our staff will empty garbage cans. Let event supervisor know if you need extra trash receptacles.

## **TABLES AND CHAIRS**

If you have rented CenterPlace linens, leave them with the napkins on the tables. If you did not use linens, you must wipe down tables and chairs. Tables and chairs do not need to be rearranged or put away.

## **FLOORS**

Cleanup of floors is included with your rental price. Groups are not required to clean floors.

## **KITCHEN**

Our commercial kitchen is leased by our in-house caterer for their exclusive use. Groups renting the Great Room do not have access to the kitchen. There is a small sink and counter space available in the adjoining dining room for groups renting the Great Room. The kitchenette in the Fireside Lounge is equipped with a refrigerator, sink, and counter space.

## **DISHES**

CenterPlace will bus and wash our dishes if rented. We will not wash customers' dishes. Customers are not allowed to use our dishwasher.

## **AUDIO/VISUAL EQUIPMENT**

Audio/visual equipment is available in each meeting room. Please see the fee schedule to determine prices.

We have the following equipment available for rent: 60" LED Television, LCD projectors, wired and wireless microphones, DVD/VCR player, easels, A/V carts, extension cords, and various cables/adaptors.

CenterPlace staff will set up equipment. No on-site technical support is provided. Any additional supported needed must be supplied by customer.

## **STANDARD EQUIPMENT**

Each meeting room is equipped with white boards and a projection screen at no extra cost.

## **PRESENTATION SYSTEM**

The presentation system is available in the Great Room and the Auditorium. It includes the ceiling mounted LCD projector, sound system, DVD/VCR, built-in computer and iPod hookup. Customer can bring their laptop, thumb drive or a disk with their information on it. We recommend groups come in 1-2 days prior to their event to ensure their presentation works properly on our system and we have all the software needed.

## **SOUND SYSTEM**

House sound system includes one corded and one cordless microphone. The Great Room and Fireside Lounge have iPod hookup capabilities.

The portable microphone cart has 4 cordless and 4 lapel microphones. There may be limited availability to this cart.

Your DJ is not allowed to plug his speakers or equipment into our system.

An outdoor speaker with wireless handheld microphone and iPod cable is supplied for wedding ceremonies on the west lawn (weather permitting).

## **INTERNET ACCESS**

Free wireless internet access is available on-site. Please ask our front desk for the network name and password.

## **VIOLATIONS**

If you or anyone in your group violates our rental policies, the contact person you selected will be advised and may result in the loss of your damage deposit.

Excessive intoxication or abusive behavior towards our staff can result in a revocation of your rental agreement and your group will be asked to leave immediately. If you are asked to leave, all fees and deposits will be forfeited.