



ROOM RENTAL POLICIES & PROCEDURES

The Center is open for events during the following hours:

Monday - Thursday: 12 noon - 10:00 p.m.

Friday: 12 noon- 6:00 p.m.

Saturday: 9:00 a.m. - 6:00 p.m.

Sunday: Closed

We are available for events outside of these hours by special arrangement. Please call for information if you would like to book an event outside of these hours.

ROOM RENTAL PROCEDURE:

- Download application form, complete application (including additional equipment and/or services requested) and fax (415-865-5501) or mail to the Center (1800 Market Street, San Francisco, CA 94102)
- We will send you a confirmation sheet for your event, which lists the rooms, dates, times, equipment & services requested, and the deposit required.
- To confirm your booking, please review confirmation sheet for set-up information, equipment, and other special requests, and then sign the booking sheet and return it to us with your deposit. Signed confirmation sheets and deposit are due a minimum of 30 days prior to your event. If you are booking a room for a date less than 30 days away, signed confirmation sheets and deposits are due as soon as possible.
- Your booking will not be confirmed until we have received the signed booking sheet and your deposit. If we have not received your signed booking sheet and deposit within 30 days of your scheduled event we reserve the right to cancel your booking.
- For events booked in the Spencer Andrew Ceremonial Room or Rainbow Room, a Center representative will contact you to schedule a walk through of the space three to ten days prior to the event. Any additional advance preparation, or changes to set-up requested less than 72 hours prior to event may result in additional fees.
- An invoice will be mailed to you within a week after your event. The invoice will list all charges, show the deposit paid, and any balance due.

ROOM RENTAL TIMES:

There are minimum time requirements for room rentals listed below. After the minimum time requirements, rooms are available in one hour blocks. Please remember that *setup, cleanup and breakdown must be done within the contracted rental time*. Depending upon the size and complexity of your meeting or event, please allow enough scheduled time for performing these tasks.

Standard meeting rooms daytime or evening	2 hour minimum
Spencer Andrew Ceremonial Room	3 hour minimum
Rainbow Room	3 hour minimum

CHILDWATCH / KIDSPACE

Childwatch is a free drop in childcare program for children from diapers through age 12. Parents and/or guardians must stay in the Building, but are welcome to leave their child(ren) while attending an event, using the CyberCenter or other building services, or patronizing the café. Childwatch services are located in the Kidspace on the first floor.

Please check our website at www.sfcenter.org for current Kidspace hours or contact us at 415 865-5664.

If you are holding an event outside of these hours, and would like to have Childwatch services available, please contact us in advance to see if additional hours are available. It is sometimes possible to extend Childwatch hours for an event scheduled outside of regular Childwatch hours. Please call for more information on scheduling and costs.

We provide the children in Childwatch with supportive and encouraging supervision. In all Childwatch activities we strive to assist children in developing and maintaining a positive self-image and encourage children to take responsibility for themselves and for their actions. You can help us make the Childwatch a positive experience by following these few guidelines:

- Childwatch is not a licensed childcare, and therefore you may not bring your child all day, every day. Childwatch is available for families while they are using the center's facilities.
- **Parents/Guardians must remain in the building at all times.** Failure to do so will result in expulsion from the program.
- There is a 10 child limit. Childwatch will operate on a first come first serve basis.
- Please pick your child up promptly at the Childwatch closing time.

ROOM RENTAL CLOSINGS:

Center is closed for the following holidays:

- New Year's Day
- Martin Luther King, Jr. Day
- Memorial Day
- Day after San Francisco LGBT Pride day
- Independence Day
- Labor Day
- Thanksgiving and the following day
- Christmas and the following day

GENERAL ROOM RENTAL INFORMATION:

- A minimum thirty (30) day reservation is encouraged on all rentals. Reservations for rooms with less than 30 days advance notice will be made on an as available basis.
- Bookings for Spencer Andrew Ceremonial Room and Rainbow Room can be made up to 12 months in advance.
- Bookings are accepted for recurring events up to six months in advance, unless you have a memorandum of understanding or other separate agreement with The Center.
- Payment for recurring events will follow the same payment schedule as that of regular event bookings, namely: a full deposit is due 30 days prior to the day the first event is to take place.

- Each room is available in one or more standard room set ups (please see **Meeting Room Spec/Rates chart**) at no additional cost. Customized room set ups and/or lighting may be available at additional cost. Please contact the Room Rental line @ 415-865-5631 to get a cost estimate and/or make arrangements for custom lighting or room set-ups.
- Audio visual and other equipment is available for rent with your room. Please see **Equipment and Additional Charges** (separate document).
- If food/drink will be provided at event, additional fees will be added for room clean-up. Please see **Equipment and Additional Charges** (separate document).
- Alcohol may be served with prior approval from the Center and only with the proper permitting. See **Policy on Alcohol Use** (separate document)
- All renters of meeting and event rooms need to provide proof of general liability insurance. Multiple rentals need to submit proof of insurance once and have the Center listed as additionally insured. Exemptions to this policy will be reviewed on a case by case basis.
- We may assess that additional staff is necessary for your event (depending on the type of event, number of anticipated attendees, and whether alcohol will be served). Rates for additional staff are listed on the **Equipment and Additional Charges**.
- The Center will not assume any responsibility for injury or accidents due to the activities conducted by event holders, or injury or accidents caused by materials provided by event holders. All renters must follow the **Code of Conduct** (see separate document)
- The front desk is staffed during Center hours only, which are
12:00 noon through 10:00 pm Monday through Thursday
12:00 noon - 6:00pm on Friday
9:00 am -6:00 pm on Saturday
- Events scheduled to end after 10:00 pm and start before 9:00am will require additional charges (**see Equipment & Additional Costs**). Events scheduled prior to 12:00 noon and open to the general public may also require additional staff.
- Rooms must be vacated by the time indicated on the booking sheet. Overtime charges will apply for rooms not vacated by the pre-arranged time, including extra charges if event participants remain on site after the building's regularly scheduled closing time.
- All event deliveries must be received by event holder. Deliveries and pick up of equipment, supplies or materials outside of the scheduled event time must be arranged in advance with the Events Coordinator. Extra fees may apply for delivery, pick-up and/or storage of materials outside of scheduled event times.
- Cleanup: Rooms must be left in the same condition as they were found. Additional fees will apply if extra cleanup is needed. The use of confetti or glitter is prohibited.
- If advertising your event, all photos of the Center or use of Center logo must be approved by the Center. Also, the following transportation information must be included: "Please use public transportation to access The Center. Limited street parking available. The Center is accessible by MUNI J,K,L,M,N or F, as well as bus lines 6,7,61,71. Please be considerate of our neighbors and do not block driveways or park in blue, yellow or white zones."
- Meeting rooms (Q11, Q13, Room 300, 301, 302, 304, 305, 306 and 307) come equipped with a white board (write on, wipe off) and bulletin boards. The Center will provide approved writing instruments for the white boards and event holders will be billed for damage caused by use of unauthorized pens and markers.

- Prior approval is required before any materials, decorations or paper can be affixed to the walls, furniture, lighting, or fixtures.
- Event holders should bring their own supplies (with the exception of markers for the write on wipe off boards). The Center will not be able to provide such items (ie. batteries, scissors, paper, tape, markers, etc.) unless explicitly arranged in advance. The only approved tape is blue painter's tape.
- The Center is a scent free space and we request that all event holders and guests of The Center refrain from using personal scents or materials that cause an odor or chemical release.
- Wherever possible we request that event holders ensure that events are accessible to deaf and/or hearing impaired people, through the use of sign language interpreters or other resources as appropriate. The Center is not able to provide sign language interpreters, however we would be happy to make a list of sign language interpretation resources available to event holders.
- The Center is a Smoke Free Facility. No Smoking including the 4th floor terrace or within 20 feet of any entrance or operable window.
- The Center is a green facility; all events holders will follow the rules posted for sorting recycle, compost, and trash. Extra charges will apply if sorting is not done by event holders.
- The Center would like to help you promote your Event, please fill out the Event Details and submit it along with your Room Rental Application.

DEPOSITS:

- A deposit equal to 100% of total estimated cost of rental is required before room reservations can be confirmed. We reserved the right to cancel any booking request that is not confirmed with a full deposit within 30 days of the event date. Additional deposits are required to reserve the kitchen and/or A/V equipment.
- A refundable security/cleaning deposit of \$500 is required for events scheduled in the Rainbow and Spencer Andrew Ceremonial Rooms. This deposit must be made by providing a valid credit card. After verifying the validity of the credit card we will not charge the card unless the additional cleaning or damage fees are assessed against the event holder.
- A refundable deposit of \$1000 is required to book the computer lab. This deposit must be made by providing a valid credit card. After verifying the validity of the credit card we will not charge the card unless the computer lab facilities or equipment are damaged.

CANCELLATION POLICY:

With 30 days or more notice – no cancellation charge.

Between 7 and 30 days - 50% of room reservation cost

Less than one week- full charge

No Show- full charge

METHOD OF PAYMENT:

The Center accepts payment via VISA, Mastercard, American Express, check or cash. All policies and procedures related to room rentals are subject to change without notice.

(Revised 2/2009)