

ROOM RENTAL POLICIES & PROCEDURES

Room Rental Procedure

1. **Application:** Applicant submits inquiry on availability, arrangements are made with Room Rental Coordinator via the application.
2. **Proposal/quote:** We will send you a confirmation sheet for your event detailing the reservation time, space allocated, setup requested, equipment reserved, and total payment due. Over the next 5 business days you have a temporary hold for this agreement proposed.
3. **Reservation:** Your reservation will only be held past the 5-business-day temporary hold (see #2) once we have received the signed confirmation sheet. Please note our policy regarding cancelling your reservation within 30 days of your event.
4. **Payment:** Payments 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 within 5 business days upon receipt of the confirmation sheet. We reserve the right to cancel your booking if this deadline is not met.
5. **Leading up to Event:** For events booked in room 202 (the “Rainbow Room”), Center staff will contact you to schedule a walkthrough of the space 7 days prior to the event. Any additional advance preparation or changes to set-up requested less than 48 hours prior to the event may result in additional fees. It is during this time that your Certificate of Insurance, Alcohol Beverage Control (ABC) License, and tech run-through are due.
6. **Event Promotion:** Upon request, and once your reservation is complete, we will send you instructions for how to submit your event description and images for posting on our website (with over 25,000 monthly views).
7. **After Event:** An additional invoice will be mailed to you within a week after your event if additional payment is needed due to changes made after the signed confirmation and payment was received. The invoice will list all charges, show the amount paid, and any balance due.

Room Rental Hours:

The SF LGBT Center is open for events during the following hours:

- Monday - Thursday: 9:00 a.m. – 9:00 p.m.
- Friday – Saturday: 10:00 a.m. - 5:00 p.m.
- Sunday: Closed

Events scheduled to occur outside of regular operating hours will require additional charges and are made by special arrangement. Event holders must provide a representative to remain by the door to identify event attendees allowed into the space. See [fee sheet](#) for details.

Application Timeframe:

Due to processing time and availability of rooms, it is recommended that applications be submitted at least thirty (30) days before the event. The date of application submission directs priority for competing requests for rooms.

Bookings for the Rainbow Room or ongoing recurring events in standard meeting rooms may be made up to 12 months in advance. All other standard meeting room events may be booked up to 6 months in advance.

Room Rental Durations:

There are minimum time requirements for room rentals listed below. After the minimum time requirements, rooms are available in 15-minute 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	2 hour minimum
Rainbow Room	3 hour minimum

Room Rental Closings:

The SF LGBT Center is closed for the following holidays:

New Year's Day	Fourth of July
Martin Luther King, Jr. Day	Labor Day
Memorial Day	Thanksgiving and the following day
Monday after SF LGBT Pride	Christmas through New Year's Eve

Set Up & Equipment:

Each room is available in one or more standard room set ups (see [Rates Chart](#)) at no additional cost. These layouts and corresponding tables and chairs, and our wooden stage in the Rainbow Room are available at no additional cost. The 8-foot by 12-foot wooden stage installed in the Rainbow Room may be (re)moved for an additional fee. Requests for changes to the room set up received within 48 hours of the event may incur additional fees.

Audio visual and other rental equipment is available for rent with your room. Please see [Fee Sheet](#) for prices and ask the Room Rental Coordinator for availability. Connections necessary for monitor/projector displays and sound systems will necessitate an on-site testing, or tech-run-through to ensure compatibility with those external devices. Any reservation of equipment and inability to perform a tech-run-through onsite, will remain a charge on the reservation total despite being successfully connected at time of the event or not.

Food & Drink:

If food/drink will be provided at event, additional fees will be added for room clean-up in each space where food or drink is served. Please see [Fee Sheet](#). No cooking may be performed on-site, including but not limited to hot plates, crockpots, and panini presses. No flame or smoke is permitted on site, including but not limited to warming methods using fuel can burners.

Rooms 201 and the gallery have additional food/drink restrictions related to the sensitivity of the space.

Alcohol may be served with prior approval from the SF LGBT Center and only with the proper permitting. See [Policy on Alcohol Use](#).

Safety & Insurance:

Event space renters may be required to provide proof of general liability insurance as described below:

Commercial general liability insurance with a combined single limit for personal injury and property damage in an amount not less than \$1,000,000 each occurrence and \$1,000,000 annual aggregate, and employer's liability and workers' compensation insurance as required by law. The commercial general liability insurance policy shall (i) include coverage for premises and operations liability, products and completed operations liability, broad form property damage, blanket contractual liability and personal and advertising liability; (ii) provide that the insurer has the duty to defend all insureds; and (iii) provide that defense costs do not deplete policy limits. Such insurance shall also be endorsed to provide that it may not be canceled or altered in such a manner to adversely affect the coverage afforded thereby without thirty (30) days' prior written notice to The SF LGBT Center. If you have any outside vendor doing installations (working on ladders, etc.), we need their certificate of insurance as well unless they are being covered through you. Please note this on the certificate.

We may assess that additional staff is necessary for your event (depending on the type of event, number of anticipated attendees, alcohol will be served, etc.). Rates for additional staff are listed on the [Fee Sheet](#).

The SF LGBT 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 Center's [Code of Conduct](#). The SF LGBT Center is not liable for theft or damage to your property.

All policies, procedures, and rates related to room rentals are subject to change without notice. Updated 4/25/2019

Running Late:

Rooms not vacated by the time indicated on the booking sheet will incur additional charges. See [Fee Sheet](#). Overtime charges will apply for rooms not vacated by the pre-arranged time. This includes event participants remaining on site after the building's regularly scheduled closing time.

Cleaning & Damages:

All events holders must follow the rules posted for sorting trash into recycle, compost, and landfill. Extra charges will apply if sorting is not done by event holders. [See Fee Sheet](#).

Rooms must be left in the same condition as they were found. Additional fees will apply if extra cleanup or repairs are needed.

The SF LGBT Center will provide approved writing instruments with all rented 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.

Select equipment and fixtures available for rent may require deposits for use. See [Fee Sheet](#).

Event holders may be required to provide a valid credit card to be kept on file to be charged if qualities of the event put the facilities at risk of damage.

Deliveries & Supplies:

All event deliveries must be received by event holder within the booking times of the event. Deliveries and pick up of equipment, supplies or materials outside of the scheduled event time must be arranged in advance with the Room Rental Coordinator and are on a case by case basis. Extra fees may apply for delivery, pick-up and/or storage of materials outside of scheduled event times.

Delivery personnel must have the renter's onsite contact's phone number, name, and the event name.

Event holders should bring their own supplies (except white board markers, which are provided). The SF LGBT Center will not be able to provide such items (i.e. batteries, scissors, paper, tape, markers, etc.) unless explicitly arranged in advance. The only approved tape is blue painter's tape.

Advertising:

If advertising your event, all photos of the SF LGBT Center or use of SF LGBT Center logo must be approved. Also, the following transportation information must be included: "Please use public transportation to access The SF LGBT Center. Limited street parking available. The SF LGBT 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."

Whenever possible, we request that event holders ensure events are accessible to deaf and/or hearing-impaired people, using sign language interpreters or other resources as appropriate. The SF LGBT Center is not able to provide sign language interpreters; however, we are able to provide assisted hearing devices if requested in advance. We are also happy to provide a list of sign language interpreter resources.

The SF LGBT Center would like to help you promote your event by placing event details on the sfcenter.org website and calendar. We will send you details on how to submit your event description and any marketing content upon completion of your reservation.

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

Payments:

Reservations are booked once the SF LGBT Center has received the signed confirmation sheet and full payment. Signed confirmation sheets and payments are due a minimum of 30 days prior to planned event. If scheduling of booking occurs less than 30 days away, signed confirmation sheets and deposits are due within 5 business days upon receiving the confirmation sheet. The SF LGBT Center holds the right to cancel bookings if this deadline is not met.

An additional invoice may be mailed within a week after booked event if additional payment is needed due to changes made after the signed confirmation and payment was received. The invoice will list all charges, show the amount paid, and any balance due.

The SF LGBT Center accepts payment via VISA, MasterCard, American Express, check or cash.

Recurring Events:

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 or within 5 business days of receiving the confirmation sheet

Recurring rentals need to submit proof of insurance once and have the SF LGBT Center listed as additionally insured.

Policy on Alcohol Use:

All alcohol use shall be approved in advance by the Center. The following are the requirements for approval of alcohol use by not for profit groups, for profit organizations and individuals:

- All not for profit and for profit organizations are required to obtain a one-day alcohol use permit from Alcohol Beverage Control (415.356.6500).
- Event holders are to follow all San Francisco laws and regulations regarding the distribution of alcohol.
- Open alcoholic beverages must not leave the room(s) rented by event holder.
- No alcohol may be served in glasses or glass bottles.
- All alcohol must be served along with food and water.
- It is the responsibility of the event holder to ensure alcohol is only served to persons 21 and over.
- All not for profit and for profit organizations are required to obtain an insurance certificate for their event that is serving alcohol, naming the SF LGBT Center as the loss payee.

- All private events hosted by private individuals where alcohol is served do not require use permits nor insurance certificates. However, these events must still comply with all applicable state laws.
- If the event is catered, the Caterer must be licensed to serve alcohol and must provide proof of licensing to the Center prior to the event. In addition, the Caterer must provide an insurance certificate naming the Center as the loss payee.
- The Center always encourages the responsible consumption of alcohol.
- The Center reserves the right to deny use of alcohol at an event, either private or public.

Personnel:

Included in your room rental is room and equipment set up and consultation before booking time of event as discussed on confirmation sheet, information and guidance for participants from Welcome Desk volunteers to your event, and general security presence in building.

Events that warrant additional security for size, activities, or alcohol consumption may require additional security presence. Events that run over their scheduled time, or past the building's open event times will require additional personnel and will be charged to the event holder.

Cleaning fees for Food, Beverages, Alcohol and Catering:

Please note that these charges for serving food and/or drink apply whether the food/drink is provided by your organization, a caterer, or any other source. Please also note that there can be no cooking in the facility. Reheated and catered food only; please note the no open flame policy. For more details, see and [prohibited items in the facility](#). Additional charges may be due if the equipment and/or facilities are damaged.

Prohibited in the Facility:

- Confetti or glitter
- Paint and glue
- Smoking (including the 4th floor terrace or within 20 feet of any entrance or operable window)
- Open flame or incense
- Cooking on site

Code of Conduct:

The following activities are not allowed on SF LGBT Center Property:

1. Physically or verbally threatening or harassing any person in any way.
2. Using sexually explicit language, obscene gestures or racial, religious or ethnic slurs that are likely to upset or disturb the peace of staff, clients, volunteers or visitors.
3. Engaging in sexual behavior.
4. Defacing, damaging, or destroying property.
5. Possession, use, or sale of illegal drugs, weapons or contraband.
6. Possession or consumption of alcohol outside of a Center-sponsored event is prohibited unless prior arrangements have been made with The Center.
7. Eating or drinking in the Common Areas or the CyberCenter.
8. Soliciting, for any purpose, including asking for money, contributions or donations unless such activity has been approved by the Center.
9. Assembling for the purpose of disturbing the public peace.
10. Committing any unlawful act.
11. Fighting, annoying others through noisy or boisterous activities, or in any other way creating a disturbance which is disruptive or dangerous to others or the business activities of the Center.
12. Running, skating, rollerblading, skateboarding, bicycling, or otherwise obstructing or interfering with the free flow of pedestrian traffic.
13. Bringing bicycles or shopping carts into the Center.
14. Throwing, discarding, or depositing any paper, glass or other matter of any kind except in designated trash receptacles.
15. Failing to be fully clothed or wearing apparel that is likely to provoke a disturbance with other groups or the public.
16. Bringing animals onto Center property, except documented service animals in the company of, and trained to assist, physically challenged persons.
17. Posting or distributing non-SF LGBT flyers or notices without prior approval from the Information and Referral Manager or his/her designee.
18. Use of camera equipment unless such activity has been approved by the Administration.
19. Smoking other than in designated smoking areas, including the 4th floor patio.
20. Use of scents including but not limited to perfumes, candles, and incense.
21. Sleeping.
22. Using Center facilities for other than their intended purpose.
23. Leaving personal property unattended.

Failure to comply with the Code of Conduct will result in expulsion from the building by a Center staff member.

FEE SHEET

Equipment & Technology

Video Projector	\$50 flat fee
Audio Stack- (w/ one microphone)	\$50 flat fee
Additional Microphone	\$10 flat fee
Flat screen TV	\$50 flat fee
Speakerphone w phone line (call-out only)	\$10 flat rate + actual usage
Hardwired Internet Connection (event holder provides own computer)	\$10 flat fee
White Board & markers	\$30 flat fee
Added Stage (up to four 4'x4' pieces)	\$50 per piece flat fee
Podium	\$10 flat fee

Personnel:

Included with every room rental:

- Room and equipment set up & consultation prior to day of event (as detailed on confirmation sheet)
- Information & directions for event participants from Front Desk volunteers
- General security presence in building

Events may warrant additional security due to size, activities, and/or alcohol consumption.

Events that run over their scheduled time, or past the building's open event times will require additional personnel and will be charged to the event holder.

Additional staff during regular room rental hours	\$40/hour per person
Additional staff outside of room rental hours	\$80/hour per person
Event runs over reserved time	Hourly rate is doubled
Changes to room setup within 48 hours of booking time	\$75 flat fee
Custom Lighting (for Rainbow Room)	Call for quote
Technical Support (on-site technical support during event)	Call for quote

Cleaning fees for Food, Beverages, Alcohol and Catering:

Please note charges for serving food and/or drink apply whether the food/drink is provided by your organization, a caterer, or any other source. Please also note there can be no cooking in the facility. Reheated and catered food only. Please also note our no open flame policy and [prohibited items in the facility](#).

Small Event (2 – 42 people) with beverages & snacks	\$20
Small Event (2 – 42 people) box lunch and/or dinner	\$35
Small Event (2 – 42 people) alcohol surcharge	\$15
Small Event (2 – 42 people) catered	call for quote
Large Event (43 or more people) with beverages & snacks	\$40
Large Event (43 or more people) with box lunch or dinner	\$75
Large Event (43 or more people) alcohol surcharge	\$25
Large Event (43 or more people) catered	call for quote
Use of kitchenette (available in Rainbow Room and room 204)	\$75
Waste bins unsorted (waste contaminating and not sorted in trash, recycling, and compost correctly)	\$50 - \$200

Additional charges may be due if the equipment and/or facilities are damaged.

RATES SHEET

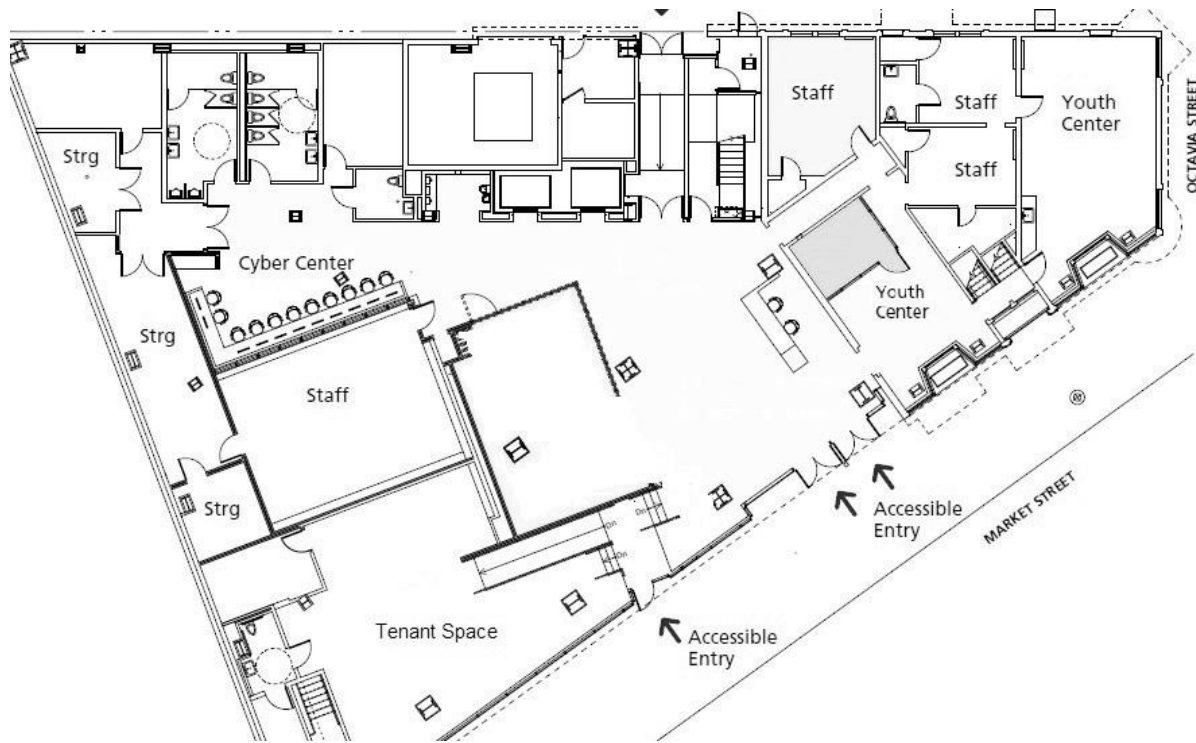
Rooms	Standard Set Ups Available (and capacities)					Square Footage	Regular Hourly Rate	Large* Nonprofit Rate	Small** Nonprofit Rate
	Auditorium	Class Room	Board Room	Banquet Style	Standing Room Only				
Gallery	39				90	635	\$75	\$60	\$45
201	42	18	20		42	630	\$75	\$60	\$45
203			10		21	315	\$40	\$32	\$24
204	50		20		113	794	\$75	\$60	\$45
Rainbow Room	150	80		110	263	1,810	\$200	\$160	\$120
Building Common Spaces (by Special Arrangement)									
1 st Floor Lobby							\$80	\$64	\$48
2 nd Floor Lobby							\$80	\$64	\$48
Roof Terrace					49	735	\$100	\$80	\$60
David Bohnett Cyber Center		9					\$75	\$60	\$45

*Nonprofits with budgets over \$500k and government departments receive 20% off regular rates

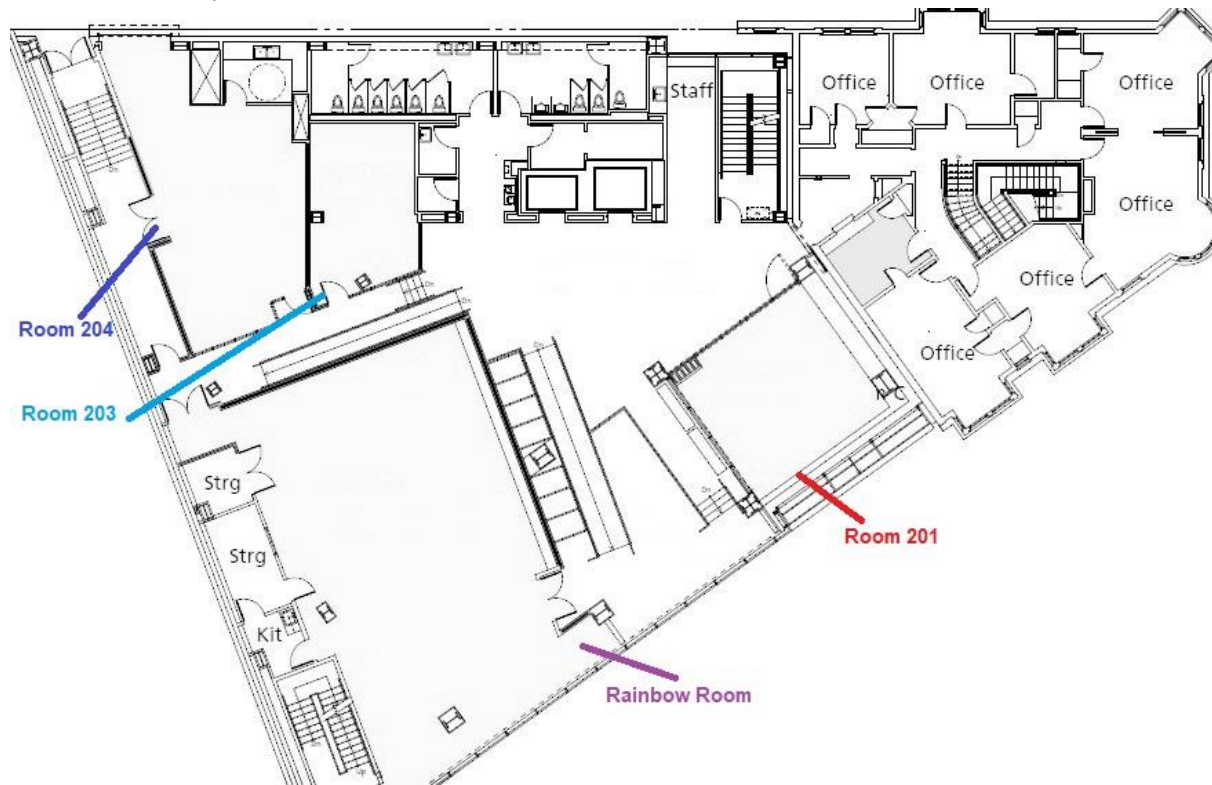
**Small nonprofits with budgets under \$500k receive 40% off regular rates

***Center volunteers, staff and/or major donors qualify for 20% off regular rates; contact the Room Rental Coordinator for more information

First Floor Layout:



Second Floor Layout:



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