



# 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. **Agreement complete:** Your reservation will be held for you after the 3-business-day temporary hold mentioned once we have received the signed confirmation sheet. Please note our cancellation 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 our receiving the confirmation sheet. We reserve the right to cancel your booking if this deadline is not met.

## Possible additional steps after payment:

5. **Leading up to the event:** For events booked requiring the use of AV systems or tech, a Center representative will contact you to schedule a walkthrough of the space 3 to 7 days prior to the event. Any additional advance preparation, or changes to set-up requested less than 48 hours prior to your 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 is 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. **Follow up after event:** An additional invoice may 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 through Friday: 9:00 a.m. – 9:00 p.m.

Saturday & Sunday: Upon Request

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 for 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	1 hour minimum
Rainbow Room	3 hour minimum

**Room Rental Closings:**

Center is closed for the following holidays:

New Year's Day	Labor Day
Martin Luther King, Jr. Day	Indigenous People's Day
Memorial Day	Juneteenth
Monday after San Francisco LGBT Pride Day	Thanksgiving and the following day
July 4th	Christmas through to New Year's Day

**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 stage in the Rainbow Room are available at no additional cost. The 8 foot by 12 foot 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 if it is successfully connected to at time of the event or not.

**Food & Drink:**

If food/drink is provided at your event, additional fees will be added for room clean-up in each space where food or drink is served. Please see Fee Sheet.

Cooking on-site is not permitted. This includes, but is not limited to hot plates, crockpots, and panini presses.

Flame and smoke are not permitted on site. This includes, but is 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:

The 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 (1) it may not be canceled or altered in such a manner as adversely to affect the coverage afforded thereby without thirty (30) days' prior written notice to The SF LGBT Center. If you have any outside vendor doing any 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, and whether 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 SF LGBT Community Center Code of Conduct. The SF LGBT Center is not liable for theft or damage to your property.

### **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 will follow the rules posted for sorting recycle, compost, and trash. 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 are available for rent and 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 the 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 (with the exception of markers for the write-on-wipe-off boards, 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.

### **Load in / Load out**

On the day of your event, you may begin to load in all supplies for your event no more than 15 minutes prior to your scheduled event start/set up time. You may use the front doors at 1800 Market, or the rear doors on Waller Street to bring in your event items. When loading out, all event items and guests must be out of the room (or building if it is after hours) by the scheduled event end/breakdown time. Rolling carts are available for your convenience, please ask a staff member for access.

### **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, and 22. Please be considerate of our neighbors and do not block driveways or park in blue, yellow or white zones.

The SF LGBT Center would like to help you promote your event by placing event details on the [sfcenter.org](http://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.

### **Accessibility:**

Wherever possible we request that event holders ensure that events are accessible to deaf and/or hearing-impaired people. Please use sign language interpreters or other resources as appropriate. The SF LGBT 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 Rainbow Room Stage stands at a height of 18". The stairs at stage right have handrails for those that need them. If a ramp is needed, please inform the Room Rental Coordinator upon booking.

If you have any additional accessibility needs, please contact us prior to your event.

### **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: payment is due in full 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.
- Alcohol must not be served in glass or glass bottle form.
- All alcohol must be served along with food and water.
- 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 where alcohol is peripheral to the event do not require use permits nor insurance certificates as these events are covered by the Center's insurance.
- 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 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 having 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 also note our no open flame policy 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

### **Health and Wellness Policy:**

For the benefit of all that come to the Center, if you or any of your attendees feel sick, we kindly ask that you stay home.

The facilities team cleans and disinfects the space throughout the day. Guests find hand sanitizing stations on the first and second floor lobbies. Please feel free to contact the Facilities Team with any further questions.

**The Center reserves the right to cancel any event at any time for any reason.**

## **THE SFLGBT COMMUNITY CENTER COMMUNITY AGREEMENTS:**

We ask everyone at the Center including staff, volunteers, community members and visitors to follow the following community agreements:

### **RESPECT** for self, others and shared space:

- o Maintain physical boundaries: always ask for consent prior to hugging and touching people.
- o Use welcoming supportive, anti-racist, anti-sexist, non-abusive, non-harassing and other non-violent forms of language and actions.
- o Ask for, use and respect other people's pronouns without making assumptions about their genders.
- o Help maintain the space: compost, recycle and dispose of waste properly; maintain personal belongings; and help keep shared areas, and bathrooms clean.
- o Agree to disagree with differing opinions and actions without physical fighting, raising of voices or using threats of harm.
- o Help maintain a welcoming space for all. Extend courtesy, camaraderie and gratitude.

### **HEALTH & SAFETY**

- o Ask for help and support from staff; follow directions in case of an emergency.
- o Keep smoke, drug use and alcohol consumption outside of the facility.
- o Only those aged 21+ may consume alcohol if served at an event.
- o Maintain a drug trade-free and weapon-free environment.
- o Keep consensual sexual activity outside of the facility.
- o Maintain an accessible, scent free environment by refraining from wearing scents and fragrances inside the facility.
- o We love animals! We welcome all service and emotional support animals at the Center. We respectfully ask that you leave all other pets outside.
- o Wear shoes for your safety. If you don't have access to them, ask the front desk and they can try to provide you with flip flops.
- o Keep scooters, bicycles, and shopping carts outside. If you don't have access to a lock, ask the Welcome Desk and they can try to lend you a temporary lock.
- o For your safety, and of your belongings please refrain from sleeping in lobbies and bathrooms.

### **CONFIDENTIALITY**

- o Respect the privacy of others: use names and affiliations of people when discussing matters learned at the Center, only if consent is granted by others.
  - o Obtain permission from staff to take photos, videos, or recordings.

## FEE SHEET

## Equipment &amp; Technology

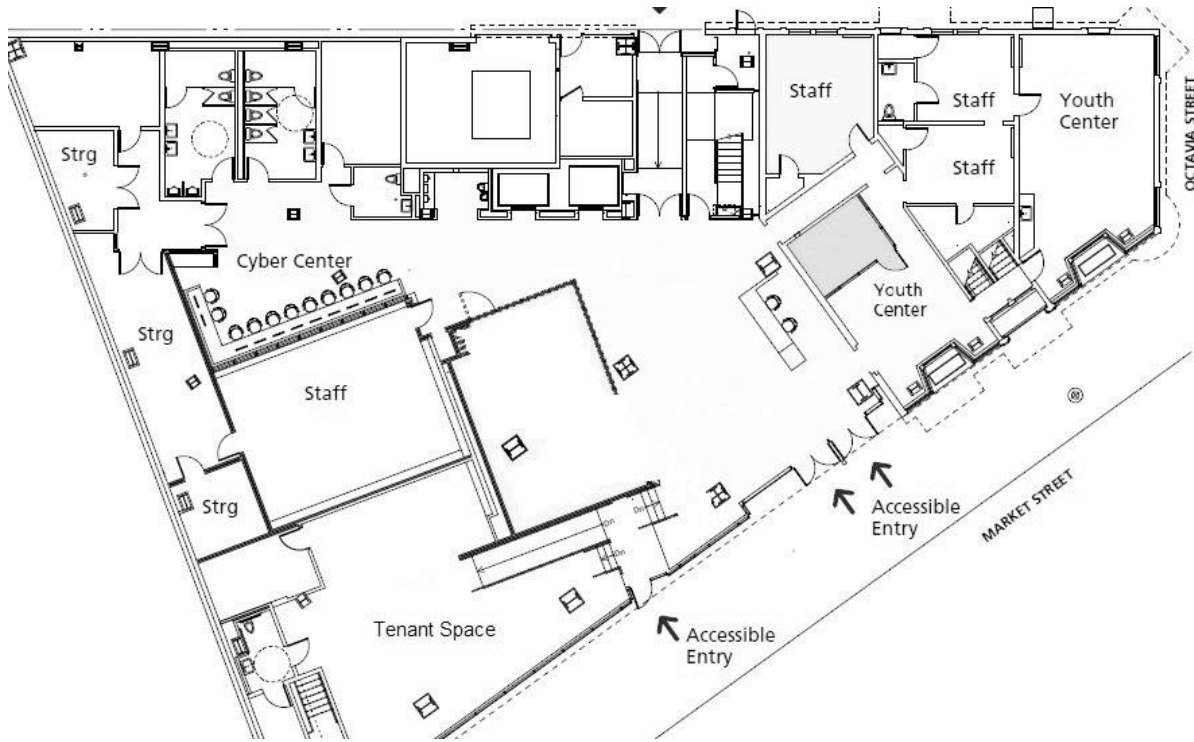
Video Projector	\$55.00 flat fee
Audio Stack- (w/ one microphone)	\$55.00 flat fee
Additional Microphone	\$13.00 flat fee
Flatscreen TV	\$55.00 flat fee
Speakerphone with phone line (call-out only)	\$13.00 flat rate + actual usage
Hardwired Internet Connection (event holder provides own computer)	\$13.00 flat fee
White Board & markers	\$33 flat fee
Added Stage (up to four 4'x4' pieces)	\$55 per piece flat fee
Podium	\$13

## RATES SHEET

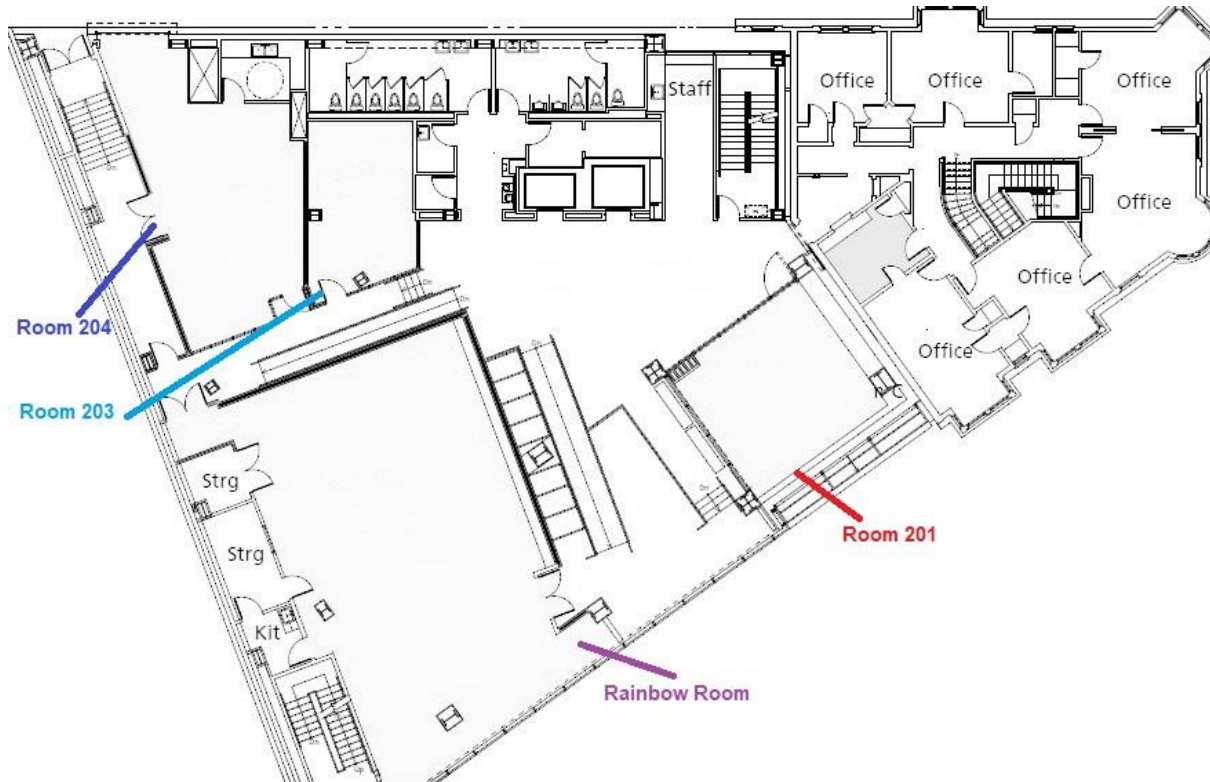
Rooms	Standard Set Ups Available (and capacities)					Square Footage	Regular Hourly Rate
	Auditorium	Classroom	Board Room	Banquet	Standing Room Only		
Gallery	39				90	635	\$85*
201	42	18	20		42	630	\$85*
203			10		21	315	\$50*
204	50		20		113	794	\$85*
Rainbow Room	150	80		110	263	1,810	\$220*
Building's Common Spaces by Special Arrangement							
1 <sup>st</sup> Floor Lobby							\$80*
2 <sup>nd</sup> Floor Lobby							\$80*
Roof Terrace					49	735	\$120*
David Bohnett Cyber Center		9					\$75*

\*Nonprofits with budgets over \$500k and government departments receive 20% off regular rates of rentals  
Small nonprofits with budgets under \$500k receive 40% off regular rates of rentals.

First Floor Layouts:



Second Floor Layouts:



1800 Market Street San Francisco, CA 94102 415-865-5631 [roomrentals@sfcenter.org](mailto:roomrentals@sfcenter.org)

All policies, procedures, and rates related to room rentals are subject to change without notice. 7/1/2025