Community Center and City Hall Policy

Department of Library and Recreation Services

The City of Sunnyvale Community Center and City Hall Policy has been established to ensure that City facilities are utilized for recreational functions that meet the needs and interests of the community and that permitted users are fully informed of the City's rules that govern their use.

Purpose

- To establish policies and procedures governing the use of City facilities.
- To provide for a variety of activities reflecting the preferences of Sunnyvale residents.
- To collect fees for the use of the reservations.
- To ensure that decisions regarding the use of City facilities balance the interests of the neighborhoods, organizations and residents of Sunnyvale.

Reservation Procedures

- Contact the Facilities Coordinator to check availability, schedule a tour or make a reservation:
    - Parkandfacilityresv@sunnyvale.ca.gov
    - 408-730-7335
- **Appointments are highly recommended to place reservations in person and tour facilities.**
- Once a facility is reserved, the Facilities Coordinator will provide the necessary documents required to secure the reservation date.
    - Sign the Facility Rental Agreement upon securing necessary documents.
    - Complete and return the "Room Set-up Form."
    - Purchase and return proof of qualifying general liability insurance (for Event Rooms).
    - For catered events (only applicable if caterer is using kitchen or if servers are present), complete and return the Catering Agreement Form along with copies of:
        - Caterers' Santa Clara County Health Permit
        - Caterers' Sunnyvale Business License
        - Caterers' qualifying general liability insurance

Making a Reservation

- For facility rentals information, visit Sunnyvale.ca.gov, search "Facility Rentals."
- Reservations can be made one year to the day in advance of your event. Reservations must be made a minimum of 30 days in advance. Reservation times and dates must be set 30 days prior to an event.
- Reservations can be made over the phone with a MasterCard, Visa, Discover and Amex. Reservations can be placed in person (appointments are highly recommended) Monday through Friday between the hours of 8:30 a.m. and 5 p.m.
- A refundable security deposit is required at the time of reservation to secure the location. A security deposit (cash, check or credit card) is required at the time of the reservation to reserve a room for any event. The deposit amount is $500 for reservations without alcohol and $1,000 for reservations where alcohol will be served.
- All customers must submit two (2) forms of residency verification to receive a discount on facilities where a residency discount is applicable.
- All rentals must be paid for in advance. If paying by check or with credit card, the payment information must match the name of the individual or company or organization on the rental permit. No third-party payments will be accepted.
- All payments must be made by cash or credit card when an event date is less than two weeks away – no checks will be accepted.
- **The rental balance must be paid no later than 30 days prior to the event.** If payment is not received 30 days prior to the event, the City of Sunnyvale is obligated to **cancel your reservation** and withhold the security deposit.
- The Facility Rental Agreement form must be signed and submitted within three (3) days of the reservation being placed.
- Reservations on designated City holidays will require approval by the Facilities Coordinator. Special holiday rates may apply at staff discretion.
- Rental times are required when making the reservation. Specific start and end times must be provided to make a reservation.
- No storage will be provided. All items must be dropped off and picked up between the times listed on the use permit.
- Rental fees are applied for preparation and actual program time. The permittee will be obligated to pay for additional set-up time.
- Additional practice and rehearsal time prior to an event must be reserved and paid for at least 30 days in advance and is subject to availability.

Making Changes to Your Reservation

- Changes, revisions or the addition of an alcohol damage deposit to an existing permit will not be allowed within 30 days prior to the scheduled date.
- A $25 administrative fee will be assessed for all revisions with the exception of additional time added to an existing permit.
- A minimum of 30 days advance notice is required to revise an existing permit and/or to add an alcohol damage deposit.
- The permittee shall be required to pay for additional services and/or equipment not requested in advance.

Canceling Your Reservation

- The City of Sunnyvale reserves the right to cancel any reservation contract and/or equipment request upon two weeks notice. This shall be done when it is deemed necessary to do so and in consideration of the First Amendment Rights of the applicant.
- In the event of a true emergency, the City of Sunnyvale reserves the right to terminate any rental permit or reservation contract and/or equipment request, and it is understood that there shall be no claim for damages by the renter. An emergency is defined here as an illness, injury, accident, natural disaster, civil unrest, act of war or act of God, beyond the control of the City, which renders the venue unsafe or inaccessible.
- Should the renter cancel their event, refunds will be made as indicated in the refund chart listed below. In addition, a $25 administrative fee will be assessed for all cancellations.
- The City of Sunnyvale's policies on rental changes, cancellation and refunds are designed to encourage the maximum community use of recreation facilities and to maximize revenue for the City. Short notice changes and cancellations severely restrict the City's ability to schedule facilities for other activities and reduces revenue to the City. These policies encourage preplanning and early decision making by offering financial incentives to renters who provide the greatest advanced notice of changes or cancellation. advance and is subject to availability.

City of Sunnyvale Cancellation Refunds	
Cancellation Timeframe	**Refund Amount**
Greater than 6 months in advance	Full Refund of Damage Deposit, less a $25 Administrative Fee
3 to 6 months in advance	Refund of 50% of damage deposit, less a $25 Administrative Fee.
1 to 3 months in advance	Refund of 25% of damage deposit, less a $25 Administrative Fee
Less than 30 days in advance	100% of the damage deposit will be withheld. Use fees will be refunded.

Damage Deposit and Cancellation Refunds

- Damage deposit refunds will be refunded in full unless deductions are made for additional charges related to, but not limited to, additional maintenance time, additional facility and equipment use time, property damage during the event or resulting from the event, or if Public Safety is called at any time to address an issue or disturbance at your event. If damages, losses and expenses exceed provided deposit, you may be charged additional fees over and above your deposit.
- Renter will be responsible for any damage to City property that occurs as a result of their event including, but not limited to, damage to the Facility, furniture, appliances, equipment or grounds. Damages may be deducted from the renter's security deposit and the renter may be billed for any damage in excess of the security deposit.

- The City may also withhold the renter's damage deposit in its entirety if the renter does not follow City policies. This will hold true regardless of who (permit holder, guest or agent of permit holder) was responsible for the damage or breach of policy.
- Damage deposit refunds will be processed after your event if the facility is left in a satisfactory condition, nothing is broken or damaged, and the event ends at its scheduled time. Refunds will be mailed to the rental permit holder only. If payment was made by cash or check, a check will be mailed for the appropriate amount approximately 6 to 8 weeks after the date of the event or after a cancellation has been made. If payment was made by credit card, the same credit card account will be credited for the appropriate amount within 2 to 3 weeks following the event or cancellation request.

Insurance Requirements

- Liability Insurance will be required for any event hosted in an event room.
- A general liability Insurance policy in the amount of $2 million will be required with the City of Sunnyvale listed as an additional insured with wording as follows: *"The City of Sunnyvale, its officers, agents and employees are hereby named as additionally insured."*
- Proof of insurance and the accompanying endorsement must be submitted a minimum of 30 days prior to the event. Failure to submit the appropriate insurance will obligate the City to cancel your event. For more information on qualifying insurance requirements, contact the Facilities Coordinator at 408-730-7335.

Catering Information

- Customers who wish to have a caterer support their event must use a qualified caterer, complete the Catering Agreement Form and provide copies of supporting documentation.
    - Orchard Pavilion kitchen access is limited to qualified caterers only. Potlucks are not allowed in the Orchard Pavilion.
    - Food preparation by the permit holder and potlucks are allowed in the Ballroom, and do not require completion of the Catering Agreement Form.
- Only qualified caterers who have a valid City of Sunnyvale business license, current Santa Clara County health permit, and a general liability insurance policy in the amount of $2,000,000, will have access to the kitchen. See the Catering Agreement Form for details.
- For information on obtaining a Sunnyvale Business License, contact the One-Stop Permit Center at 408-730-7620.

Alcohol

- Customers are only allowed to serve beer, wine and champagne in event rooms (alcohol is prohibited in meeting rooms). Hard alcohol, including mixed drinks and cocktails are not permitted in City facilities.
- Alcohol is not allowed at events honoring youth under 21 years of age (birthday parties, baptisms, Quinceaneras, etc.). If alcohol is present, the event will be stopped and the security deposit will be forfeited.

- Customers that plan to serve alcohol at other events are required to pay the non-alcohol damage deposit at the time of reservation. Customers will be allowed to serve alcohol once proper insurance documentation has been submitted and approved and the additional alcohol deposit has been paid. All documentation and payments must be submitted a minimum of 30 days in advance.
- Sale of alcohol is prohibited without permission of Superintendent of Recreation Services.
- Proof of liability insurance with host liquor liability must be presented prior to adding an alcohol damage deposit.

Room Arrangement and Special Requests

- A room set-up diagram is due 30 days prior to the event. A floor plan of the room will be included in the reservation packet so you can sketch your desired room set-up. A facility attendant will have set up all tables and chairs, in accordance with your set-up diagram, by the time the program or event begins. Failure to receive a room set-up diagram will result in no set-up being performed.
- The Recreation Services Coordinator must approve decorations, special requests and the room set-up diagram.
- Use of pins, tape or staples on the walls and partitions in all event rooms are prohibited. Decorations must be self-standing.
- The City of Sunnyvale does not guarantee that the outdoor fountains will be operational during an event.
- The City of Sunnyvale reserves the right to restrict the use of, or prohibit items such as confetti, glitter, silly string, fog machines and any other items that are deemed inappropriate by event staff, or that make restoring the facility to its original condition difficult. Please contact the Reservations Office if you plan on having non-standard decorations or activities at your event.
- Please inquire about the rules pertaining to the use of candles.

Commercial, Profit Making and Fundraising

- Room rentals are not available for any commercial, concession or profit generating activity. Rooms may be rented for "private use" only. Private use would be defined as events that:
    - Are not open to the general public.
    - Have a predetermined guest list.
    - Are not advertised on any public media source.
    - Have no entrance, registration or admission fees charged.
    - No solicitation may be made to the general public for participation.
- Fund-raising activities may be conducted by qualified non-profit groups under special circumstances. A fund-raising activity would be defined as one where an admission fee is charged for entry or participation, or a donation is collected in order to raise funds for a federally recognized non-profit organization. The following criteria must be met:
    - A copy of a valid 501-C document from the IRS must be presented at the time the reservation is placed.
    - Payment must be made in the organization's name either by check or credit card.
    - Qualifying insurance (see insurance requirements on page 4) must be provided by the organization.

Any exceptions to the policy outlined above will require the permission of the Superintendent of the Recreation Services Division.

Starting the Event and Checking In

- The permittee or authorized representative must check-in with staff prior to gaining access to the facility. City staff will ask the permittee to sign and date the *City of Sunnyvale Facility Check-In Verification form* and review any last-minute requests prior to the start of the event.
- A facility attendant will unlock and lock the facility, answer any questions, and enforce all rules of operation. The attendant(s) will set up the room prior to the designated time allowed for preparation and assist with additional tasks as necessary. Please report all spills and any problems to the attendant immediately.

Clean-Up Responsibilities

- The user is responsible for restoring the facility to its original condition prior to usage and to the satisfaction of event staff. The City of Sunnyvale will furnish NORMAL cleaning supplies such as trash bags, mops and sponges. Staff will be present and provide guidance on the necessary functions that need to be performed prior to vacating the facility.
- It is the user's responsibility to clean all tables and chairs before staff REMOVES them from the facility.
- A Clean-Up Responsibility Policy Form will be provided when the reservation is made and on the day of the event. This form can be used as a checklist to ensure that the user adheres to all cleanup responsibilities.
- The permittee is provided one (1) hour after the event's scheduled conclusion time to clean the facility. This time is used specifically to clean. All other activities associated with the event must stop.
- Prior to vacating the facility, the user must check-out at the front counter and verify with staff that the condition of the facility is satisfactory. This, however, will not guarantee that the damage deposit will be refunded in full.
- Should the facility be vacated prior to restoring the facility to its original condition, the permittee will be charged one hour of rental fees for each 15 minutes that staff is needed to return the building to a satisfactory condition.

General Regulations

- Each guest at an event must obey all applicable City, State and Federal laws, ordinances, rules and regulations. Failure to obey rules and regulations will result in cancellation of the permit. Additionally, you may be asked to leave the facility; your event may be stopped, and/or you may be subject to legal action and charged additional fees for staff time, damages or losses to the City.
- No third party cooking equipment is allowed on site, including wood burning, propane or gas BBQ equipment.
- Food and drinks are prohibited on the stage in the Orchard Pavilion.
- The person or organization to whom the permit is issued assumes all responsibility for use of the facility. Permits cannot be transferred, assigned or subletted. The permit holder or their delegate must be in attendance at all times.
- Only City of Sunnyvale vehicles are allowed on Community Center or City Hall grounds. You may park only in designated parking areas, including the time spent loading and unloading your vehicle.

- The rooms reserved exclusively for your activity are included on your permit. You may not use other rooms in the facility.
- The City has the right to assign a staff member to supervise the event.
- The City retains the right to prohibit excessively large audio equipment that may be considered a nuisance or disturbance to the surrounding community. This will be determined by Recreation Services Coordinator or City facility attendant assigned to the event. Staff may also control sound volume during your event. Equipment that may cause power failure to the facility will be prohibited.
- Gambling is prohibited. Gambling is defined as "giving of value for the possibility of obtaining the operation of an element of chance."
- Groups composed of minors (under 18 years old) must be supervised by one (1) adult for every 20 minors while they are using the facilities. The permit must be issued to the adult supervising the function. The permit holder must be present at check-in and stay throughout the event, including clean-up. If the permit holder is not able to be present during the entire event, (i.e. wedding) they may designate a responsible person with prior written approval from the Facilities Coordinator. Permits will only be issued to individuals 21 years of age and older.
- All activities must be concluded no later than 11 p.m. One hour will be provided for cleaning purposes at the conclusion of the event at no charge. All persons associated with your event must vacate the premises when the permitted time expires. Events that go over actual program time will have one hour's worth of fees withheld from the damage deposit for every 15 minutes that pass.
- Per Municipal Code 9.28.030, smoking is prohibited in all public parks, including recreation facilities and open spaces. Smoking includes the use of cigarettes, electronic smoking devices and marijuana.
- The City has banned use of foam plastic food and beverage containers by food vendors effective April 22, 2014 and, as of April 22, 2015, retail sales of these items. To protect the local environment, we ask your cooperation in not using foam food containers (Styrofoam) at your event.
- Specific fire code regulations must be followed for candle usage. No open flames allowed. Please call the Reservation Office for further details.
- The display of banners or signs is prohibited.
- No soliciting is allowed in or around the Community Center or City Hall.
- The City of Sunnyvale is not responsible for accidents, injury, illness or loss of group or individual property.
- Birdseed may be thrown outside the Community Center at wedding receptions; no rice is allowed.
- Anyone violating the established rules and regulations or constituting a public nuisance may be required to leave the facility; your deposit may be withheld and you may be responsible for additional fees related to staff time, damages and losses to the City.
- City staff are NOT allowed to accept gifts of any kind. City staff ARE allowed to accept a card with kind words.
- Amplified sound is only allowed inside facility.

Outdoor Amphitheaters

The City's two premier outdoor assembly spaces offer distinct environments designed to blend active civic programming with passive natural beauty. Rental requests for City's outdoor amphitheaters will follow all policies outlined above (excluding – Room Arrangement and Special Requests), in addition to the policies list below:

Special Event Permit

If your event meets one or more of the following criteria, you may be required to complete a Special Event Application:

- Advertised and open to the public
- Your event requires traffic and/or intersection control
- You intend to sell, vend or offer services for sale or charge admission fees
- Your event is a tournament, parade, run/walk, carnival or festival

All Special Event Applications are due to the City at least eight weeks before the proposed event.

For more information, contact the Special Event Hotline at 408-730-7345 or events@sunnyvale.ca.gov.

Rainout

- If it rains the day of your reservation, contact us within three business days after your event to reschedule reservation date or request a refund. After three business days, request for rescheduling (without new fees) and refunds will not be processed. We will not provide backup indoor facilities for inclement weather.

Amplified Sound

- Amplified music or sound reinforcement is strictly prohibited at both locations without an amplified sound permit. Permits are available for $25.
- All amplified sound is required to follow City Ordinance noise restrictions (Municipal Code 9.62.070).

Food

- No personal cooking equipment is allowed on site, including wood burning, propane, or gas BBQ equipment.
- Pre-prepared and catered food can be delivered and served in the amphitheater.

General Rental Regulations

- All activities must be concluded no later than 10 p.m. One hour will be provided for cleaning purposes at the conclusion of the event at no charge. All persons associated with your event must vacate the premises when the permitted time expires. Events that go over actual program time will have one hour's worth of fees withheld from the damage deposit for every 15 minutes that pass.
- Small maintenance vehicles or utility vans dropping off equipment are permitted to drive on the amphitheater grounds, if necessary, provided they do not exceed the maximum gross vehicle weight of 12,000 lbs.
- Heavy automotive displays and heavy commercial vehicles – including car shows, fire trucks and dump trucks – are completely restricted from entering the Sunnyvale Community Center grounds.

- Decoration restrictions:
    - No tape, tacks, staples, glue, Command Strips, screws or nails of any kind may be used in the Amphitheater.
    - Rice, colored powders, paper confetti, glitter, loose rhinestones, table scatter, hay, hay bales, fodder shocks, toilet paper as "decor" and silly string MAY NOT be used anywhere on the grounds or inside. Natural rose petals, bubbles and birdseed may be used in outside designated areas.
    - Balloon releases are not permitted.
    - No open flames, sparklers, fireworks, tiki torches, sky lanterns, cold showers or other explosive or flammable items.
    - No stakes may be driven into the ground. All canopies, tents and structures larger than 10' x 10' must have been included in the application, and only secured using water barrels or sandbags, as needed.

Amphitheater Venue Overview

The Civic Center Amphitheater features curvilinear lines of green space and hardscape, utilizing a mixture of paved surfaces and rich seasonal planting to create a flexible plaza layout. Its tiered, three-level seating area is positioned to the west of the stage, framed by public art spanning the width of the venue and a canopy of surrounding trees.

The Community Center Amphitheater integrates curvilinear lines of hardscape with decomposed granite, prioritizing a layout surrounded by an open lawn and specialized planting areas equipped with perimeter site lighting. Geographically, its stage is bordered to the west by a dedicated bioretention area and lower ponds, while its tiered, three-level seating area faces eastward.

	Civic Center Amphitheater	**Community Center Amphitheater**
Amphitheater Hours	8 a.m. – 10 p.m.	8 a.m. – 10 p.m.
Seating Layout	Located to the west of the stage; 3-tiered rows; approximately seats 25 per row, 75 seats total	Located to the east of the stage; 3-tiered rows; approximately seats 100 total
Maximum Capacity	225 persons total (Amphitheater: ~75, Stage: ~100, Standing Room: ~50)	700 persons total (Amphitheater: ~100, Stage: ~100, Lawn: ~500)
Stage Electrical Outlets	3x standard, 3-prong, 120v/20amp outlets across the back of the stage	2x pedestal outlets at south perimeter of decomposed granite stage: 1x single 240v/50amp and 1x duplex GFI (standard, 3-prong, 120v/20amp)
Live Load Limits	Up to 100 lbs. per square foot (allows small maintenance vehicles/vans for equipment drop-off)	Up to 100 lbs. per square foot (allows small maintenance vehicles/vans for equipment drop-off)

**Power is not guaranteed. It is highly recommended to have a generator. Permittee shall provide each generator or generator area with at least one fire extinguisher having a minimum rating of 2A:10BC located within 25 feet, but not closer than 10 feet, of the generator. [CCR Title 19, Division 1, §319(b)]*