

## Rental Frequently Asked Questions

1. What is included in the rental rate?
  - a. **Indoor Venues:** All facilities include dining tables, rectangular tables, cake tables, chairs, and Audio/Visual (AV) – microphone, speakers, projector/TV with HDMI input.
  - b. (1) Portable Bar is included at the Shannon Community Center, Senior Center, and the Sunday School Barn at Heritage Park.
  - c. The catering kitchen, podium, easel, and wireless mics are included at Shannon and Senior Center.
  - d. An outdoor patio/courtyard is included at Shannon, the Senior Center, and at the Old St. Raymond Church at Heritage Park.
  - e. **Outdoor venues:** all tables and chairs must be rented from one of our approved vendors.
2. What is NOT included in a rental? The following items are optional and require additional fees.
  - a. Dance floor and stage at Shannon Community Center.
  - b. Table linens and napkins at all venues.
  - c. Cocktail tables at Shannon Community Center and Dublin Senior Center.
  - d. Liability insurance.
3. What is the cancellation policy?
  - a. All cancellation requests are required to be in writing.
  - b. All cancellations, regardless of timeframe are charged a \$25 processing fee.
  - c. Cancellation more than 90 days from the event = full refund minus a \$25 processing fee.  
Cancellation 89-31 days from event = loss of full deposit.  
Cancellation 30 days or less from the event = loss of deposit and ½ of rental fees.
4. How, and when will I receive my refundable deposit and
  - a. Deposits are normally processed the Monday after your event. Deposits are refunded onto the credit card on file. If payment was made by check or cash, the deposit will be refunded by check. Refunds can take up to 30 days to appear as a credit on a credit card statement.
5. What would prevent the full deposit from being returned?
  - a. The primary reason for holding a deposit is going over the allotted permit timeframe. Any portion of additional time is charged at double the hourly rate.
  - b. Any damage(s) to the venue.
  - c. Kitchens and/or venue not being cleaned effectively.
  - d. Use of confetti, flower petals, bubbles, sparklers, and similar materials.
  - e. Need for additional janitorial outside normal cleanup. Example: vomit cleanup in the bathrooms or stains from spills.
  - f. Charge for a lift when balloons float to the ceiling.
  - g. Fines from the city for improper garbage and recycling disposal in the proper dumpsters.
6. Will I be able to go in early/ stay after for setup and tear down?
  - a. No. The beginning time requested on your permit is the earliest time of entry. The end time on your permit is when you must be completely vacated from the venue. Any increments of time over the permitted time results in double the hourly rate being held from your deposit as a full hour.
  - b. The facility is not available for the storage of items either before or after the event.
  - c. Caterers, vendors, decorators, or rental members will not have access to the facility before the permitted rental time.

7. Can I bring in outside decorations or decorators?
  - a. Yes, however, no decorations can be affixed to the walls. It is best to utilize pipe-n-drape or other options for decorations.
  - b. All vendors must meet the City of Dublin license and insurance requirements.
8. When does my rental have to be paid for and what is due at booking?
  - a. Full deposits are due at the time of booking.
  - b. All rental fees must be paid in full at least 30 days prior to your event.
  - c. Failure to pay deposits and fees on time may result in the cancellation of your event for non-payment with no refund given.
9. What are the insurance requirements?
  - a. All events require liability insurance. The City of Dublin provides this for a fee.
  - b. All caterers and vendors are required to provide additional insurance.
10. Do you have staff available for setup and cleanup?
  - a. We do not have staff available to assist with your setup and cleanup.
  - b. On-site staff is there to oversee facility usage, participant safety, and to answer questions only.
11. Do you have a way to temporarily hold a facility?
  - a. No. Holds are not allowed or made without a reservation being created and the deposit paid in full.
  - b. Dublin residents can request a reservation online 12 months in advance.
  - c. Non-residents can request a reservation online 9 months in advance.
12. How do I book my rental and/or make changes?
  - a. All reservations are done online by creating an account at [www.DublinRecGuide.com](http://www.DublinRecGuide.com)
  - b. Create your account, select your venue, date, time, and pay your deposit.
  - c. Once your reservation request is submitted, you will receive a confirmation/approval email.
  - d. Additions and changes can be made by emailing the Facility Coordinator at [Facility.Rentals@dublin.ca.gov](mailto:Facility.Rentals@dublin.ca.gov) or [Yvonne.Taylor@dublin.ca.gov](mailto:Yvonne.Taylor@dublin.ca.gov)
  - e. Reservations and payments cannot be made over the phone.
  - f. Reservations within 21 days are not permitted online. These reservations require approval by the facilities coordinator and must be made in person.
13. How can I set up a tour to view a venue?
  - a. In-person tours can be scheduled directly with the Facility Coordinator by emailing [Facility.Rentals@dublin.ca.gov](mailto:Facility.Rentals@dublin.ca.gov) or [Yvonne.Taylor@dublin.ca.gov](mailto:Yvonne.Taylor@dublin.ca.gov).
  - b. Venues can also be accessed by the public during normal business hours. Most venues, except those at Heritage Park, can be accessed from 9 am-4 pm Monday through Friday. However, no access will be granted if a program or another event is occurring.