

Rental Frequently Asked Questions

1. What is included in the rental rate?
 - a. Indoor venues: rentals include dining tables, rectangular tables, chairs, and some AV.
 - b. A portable bar is included at Shannon, the Senior Center, and the Sunday School Barn at Heritage Park.
 - c. Catering kitchen, podium, easels, wireless microphones, and Outdoor Patio/Courtyard are included at Shannon and the Senior Center.
 - d. Outdoor venues: tables and chairs must be rented from a 3rd party vendor.

2. What venues are available?
 - a. Ambrose Hall at Shannon Community Center is our largest venue and holds up to 300 for dining.
 - b. Alamilla Springs Ballroom at the Dublin Senior Center holds up to 224 for dining.
 - c. Sunday School Barn at Heritage Park is a historic building that holds up to 88 for dining.
 - d. Old St. Raymond Church at Heritage Park is a historic church and holds up to 70 pew seating.
 - e. Community Room at the Wave Waterpark holds up to 75-80 for dining.
 - f. Community Room at the Dublin Library holds up to 100 for meetings only.
 - g. Program Room at the Dublin Library holds up to 40 for meetings only.
 - h. Regional Meeting Room at the Civic Center holds up to 80 for meetings only.

3. What is the cancellation policy?
 - a. Cancellation more than 90 days from the event = full refund, minus a \$25 cancellation fee.
Cancellation 89-31 days from the event = loss of deposit and ½ rental fees.
Cancellation 30 days or less from the event = loss of deposit and all 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, the deposit will be refunded by check. The City has up to 30 days to process refunds.

5. What would prevent the full deposit from being returned?
 - a. The #1 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 to the venue.
 - c. Kitchens and/or venue not being cleaned.
 - d. Confetti or balloons in the overhead light fixtures.
 - e. Police or fire department summoned to the event will result in the immediate end of the event and forfeiture of all deposits and fees.
 - f. Need for additional janitorial outside normal cleanup. Example: vomit cleanup in the bathrooms or stains from wine spills on chairs or carpet.

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 set time to enter the venue. The ending time on your permit is when you must be completely cleaned up and vacated from the venue. Any increments of time over the permit time result in double the hourly rate being held from your deposit.

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.

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. Events will be at risk of cancellation for non-payment if the full balance is not paid on time.

9. Are there restrictions?
 - a. NO open flames inside any venue without a fire permit.
 - b. NO sparkle machines. This includes those designated as “cold” sparkles.
 - c. NO smoke or fog machines.
 - d. NO flower petals, beads, or sand on the floors with carpeting.
 - e. NO confetti guns are permitted inside any venue.
 - f. NO wrapping of the portable dance floor at Shannon.
 - g. Selling alcohol is prohibited without an ABC permit.
 - h. Catering kitchens at Shannon and Senior Center can be utilized by renters. However, the stove, oven, and dishwasher are off-limits unless a licensed caterer is approved.

10. Are there any other fees I should know about?
 - a. Additional items for rent that are NOT included in your rental:
 - i. Dance floor and/or stage \$150 each flat fee, available at Shannon.
 - ii. Linens and/or cocktail tables are \$18 each flat fee, available at Shannon, Sunday School Barn, and the Senior Center.
 - iii. Patio heat lamps are \$25 each flat fee at Shannon and the Senior Center.
 - b. Event liability insurance is required for all events. This is available through the City.

11. How do I book my rental and/or make changes?
 - a. All reservations are done online by creating an account at www.DublinRecGuide.com
 - b. Create your account, confirm your account via email, select your venue, date, and time, and pay your deposit.
 - c. Once your reservation request is submitted, you will receive a confirmation email that your application was approved.
 - d. Additions and changes can be made by emailing the Facility Coordinator at Facility.Rentals@dublin.ca.gov

12. Where can I see photos of facilities or get a tour?
 - a. Online at www.DublinRecGuide.com
 - b. In-person tours can be scheduled directly with the Facility Coordinator by emailing Facility.Rentals@dublin.ca.gov
 - c. Venues can also be accessed by the public during normal business hours.
 - d. Virtual tours are available at <https://dublin.ca.gov/306/Facility-Rentals>