



RECREATION CENTER RESERVATION GUIDELINES

For Office Use Only:

Date Submitted: _____ Submitted By: _____

1. **Reservations during regular operational hours:** When the Roanoke Parks and Recreation programming schedule permits, groups and organizations may reserve recreation center meeting rooms at no cost during regular operational hours. Please call Parks and Recreation at 853.2236, or the individual recreation center, for information on current operational hours.
2. **Reservations during non-operational hours:** Rental fees will be charged for reservation of recreation centers during non-operational hours. Please see the Recreation Center Reservation Request form for rental rates.
3. **Items and services included in the rental fees:** Rental fees include the building, heat, air conditioning, lights, water usage, trash bags, personnel to open and close the facility, television/DVD, and tables and chairs that are kept at the facility. If a kitchen is to be rented, the rental includes use of refrigerators, stoves, and microwaves. The renter must furnish all other equipment and supervision needed.
4. **Special considerations:** Other than the situations listed below, exceptions to the rental rates must be made in writing to the Director of Parks and Recreation.
 - a. **Neighborhood Partnership group meetings:** Rental fees for regular periodic meetings of Neighborhood Partnership neighborhood groups will be waived. However, we request the courtesy of the group scheduling these meetings during regular operating hours if at all possible.
 - b. **Roanoke City Public Schools teacher-affiliated programs:** Rental fees will be waived for teacher affiliated programs unless special services are needed or requested.
 - c. **Co-Sponsored Events:** The Director of Parks and Recreation will determine fees for events co-sponsored with Parks and Recreation.
5. **Reservation confirmation:** Reservations must be confirmed at least two weeks in advance but in no case more than one year in advance of a scheduled meeting or event. Reservations are considered confirmed only when the rental fee is paid.
6. **Paying fees:** Fees will be accepted only at the Parks and Recreation Administrative Office at 215 Church Avenue, SW, Room 303, Roanoke, Virginia 24011. Cash, checks, money orders, and all major credit cards will be accepted.
7. **Cancellation policy:** Rental fees are fully refundable if the reservation is cancelled at least 72 hours before the reserved time. No refunds will be issued if cancellation of the reservation is made less than 72 hours before the reserved time.
8. **Set-ups, breakdowns, and clean-ups:** All set-ups, breakdowns and clean-ups are the responsibility of the renter. Please consider the time needed for these purposes when making the reservation request. Staff at each facility will provide the renter with information as to what is required for the renter to return the facility to its original condition so as to be prepared for the next group or public use. Trash needs to be taken outside by the renter.
9. **Damage deposits:** A refundable damage deposit will be charged for facility rentals. The deposit will be returned to the renter providing the renter leaves the facility in the same condition in which he/she found it. Please see the Recreation Center Reservation Request form for the amount of the damage deposit.
10. **Group belongings:** Roanoke Parks and Recreation assumes no responsibility for group belongings.
11. **No admission charges:** A group may not charge admission to its meeting or event held at a recreation center. The Director of Parks and Recreation may consider exceptions to this rule on a case-by-case basis.
12. **Right to deny use:** Roanoke Parks and Recreation reserves the right to deny use of the facility if such use is not considered to be in the best interest of the Department, the City of Roanoke, or the facility.
13. **Non-smoking policy:** All City buildings are non-smoking facilities. Unless you are in a specific area officially designated as a smoking area, no smoking is allowed.
14. **Open-flame policy:** With the exception of cake candles, open flames are prohibited in all recreation centers.
15. **Alcohol policy:** Alcohol is prohibited in all facilities except Mountain View Center, Preston Center, and Mill Mountain Discovery Center. At Mountain View Center, Preston Center, and Mill Mountain Discovery Center, alcohol is prohibited unless the renter has obtained the appropriate City and VA ABC permits and licenses. Additional information on obtaining a City of Roanoke Alcohol Permit is available from Roanoke Parks and Recreation.