



Community and Cultural Center Operating Policies and Procedures

Updated January 2022

I. INTRODUCTION

Welcome to the Morgan Hill Community and Cultural Center (CCC)

Thank you for choosing to host your event at the Community and Cultural Center. The following policies and procedures apply to all customers of the CCC in addition to any terms and conditions included in a specific use permit. The policies and procedures are designed to help your event be successful and memorable. Please do not hesitate to contact us if you have any questions or need more clarity on any of the policies.

II. RESERVATIONS

A. General Information

1. Reservations are accepted on a first-come, first-served basis up to 1.5 years (18 months) prior to the event.
2. Reservations are considered confirmed and complete only after all required forms are signed; submitted and applicable fees and deposits are paid in full.
3. Reservations wishing to serve/sell alcohol are required to have security and insurance. Reservations with dancing are required to have insurance. Security and insurance are additional fees that will be added to the contract once received.
4. **Reservations should include adequate set-up time. The customer must inform their caterer, florist, decorator, DJ and other vendors of the time that they can arrive to set-up and rental end time (when the building or room will be locked).**
5. **Banquet room reservations (Hiram and El Toro) must be reserved at least four (4) hours minimum on Fridays (after 12pm), Saturdays, Sundays, and City Holidays.**
6. **Meeting room reservations must be reserved at least two (2) hours minimum on Friday (after 5pm), Saturday, Sunday, or City Holidays.**
7. **Each room can be reserved multiple times per day depending on reservation hours of other events.**
8. Non-profit reservations for Saturdays in the Hiram are only accepted six (6) months in advance.
9. Reservation Request form can be downloaded from the City website, <http://www.morgan-hill.ca.gov/255/Room-Rentals>; or picked up at the CCC Welcome Desk.
10. We recommend contacting the CCC team to discuss the size, type, and logistics of event after you have read our policies and procedures.
11. Once a reservation is made, requests to change the date and time of the event are subject to teammate and room availability. Rental customer must submit written confirmation of any changes. No changes will be accepted by phone.
12. Any changes to type of event, expected attendance and rental hours can lead to changes in rental fees.

13. Reservations for an event comprised primarily of children under 18 years of age require supervision by at least one adult, 25 years of age or older, for every twenty children. The rental agreement will be issued to the adult responsible for supervising the event.
14. If an event is reserved through a professional event planning company; we require the contact information of their client at the time of reserving the banquet room.

B. Hours

1. CCC Office Hours: Monday-Friday 8:00am-5:00pm
2. Reservation Hours:
 - a. Monday-Thursday: 8:00am to 12:00am
 - b. Friday, Saturday, and Sunday: 8:00am-1:00am

C. Refundable Damage Deposits

1. *Banquet Rooms/Special Events* – Reservations held in the Hiram Morgan Hill Room, El Toro, Amphitheater, or Playhouse will require a refundable damage deposit to secure and hold the rental date. The deposit for Hiram and El Toro is \$500 while the Amphitheater and Playhouse is \$200. An event obtaining a Special Event Permit (SEP) may be charged an additional \$500 maintenance deposit.
2. Generally, events having dancing, alcohol, or considered a special event will require a damage deposit. Meetings, memorial services, and other events may receive a waiver to the deposit.
3. Deposits paid by cash, check, cashier's check, money order will be returned as a mailed check. Deposits paid by credit/debit cards (including Apple/Samsung/Google Pay) can be returned to the card or as a mailed check. The card must still be valid and not have been reissued to receive refund. Refunds unable to process will be returned as mailed check. The City cannot refund to a different card.
4. **Refundable Damage Deposits are refunded if the following conditions are met:**
 - a. All criteria required in the Cleaning Responsibility section is completed.
 - b. No damage or loss to the room and/or surrounding area are caused because of the rental.
 - c. Use of the room does not exceed the scheduled time.
 - d. All City equipment and property is accounted for and undamaged.
 - e. Damage to the building has not occurred.
 - f. Additional staff and/or security time are not required to assist during or after an event.
 - g. Caterer leaves area free of debris and grease. Caterer must properly dispose of cooking materials.

D. Rental Rates & Payments

1. Rental rates vary by space and will be based on time and day of the week.
 - a. Non-Peak – Mon 8am through Fri 5pm
 - b. Sub-Peak – Fri 5pm through Sat 1am & Sun 2pm through Mon 1am
 - c. Peak – Sat 8am through Sun 2pm
2. Rentals are charged on an hourly basis from time of entry until our team can close the room/building.
3. A rental contract may contain a combination of non-peak, sub-peak, and peak rates.
4. Payment of rental fees and applicable deposits may be made by cash, credit/debit card, check, cashier's check, money order, Apple Pay, Samsung Pay, and Google Pay.
Note: A bounced check fee will be charged for returned checks. Checks are cashed twice a month by the City.
5. Special Event and Banquet Room rental fees are due 90 days prior to the event. Rental applications submitted less than 90 days prior to the event must pay security deposit at time of booking and rental fees within a specified time. The CCC team will set a deadline and inform customer of due date.
6. Meeting room reservations must be paid in full 30 days before reservation.
7. Failure to pay fees on time may result in the cancellation of the reservation and forfeit of deposit.
8. Current rental rates are published on our City's website <http://www.morgan-hill.ca.gov/255/Room-Rentals>.
9. **Holiday Rental Policies:**
 - a. If a rental takes place on City Holiday or day observed as City Holiday, the Hiram and El Toro banquet rooms must be reserved for a minimum of four (4) hours.
 - b. Meeting room reservations will only be accepted if the Hiram or El Toro banquet rooms are reserved on the City Holidays or observed holiday.
 - c. Peak rental fees may be charged, regardless of the day of the week.
 - d. Security Guard fees will be charged a Holiday peak rate.
 - e. CCC Team will not process a reservation if teammates are unavailable.
 - f. The following Holidays are subject to staff and security (to serve alcohol) availability:
 - i. Memorial Day (Last Monday in May)
 - ii. 4th of July
 - iii. Labor Day (1st Monday in Sep)
 - iv. Thanksgiving Day (4th Thursday in Nov)
 - v. Christmas Eve (Dec 24)
 - vi. Christmas Day (Dec 25)
 - vii. New Year's Eve (Dec 31 - event can run until 2am on this day)

E. Cancellation/Date Transfer Policy

1. **Banquet/Event Cancellations:** Reservations canceled 90 or more days prior to the date of the event will receive a refund, minus a \$100 cancellation fee. Reservations canceled 89 or less days prior to the date of the event will forfeit all money collected (including the Refundable Damage Deposit).
 - a. **Date Transfer Requests:** Requests for Date Transfer are only accepted 90 days before event date. New date must fall within available reservation timeline.
2. **Meeting Cancellations:** Reservations canceled 7 or more days prior to the activity date will receive a refund of any fees paid. Reservations canceled 6 or less days prior to the date of the meeting will forfeit all money collected.
3. All requests to cancel a reservation must be made in writing and given to the Recreation Events Coordinator.

F. Concurrent (Shared) Use of CCC

1. The CCC is a multiple use facility and concurrent use is common.
2. Common areas, kitchen facilities, restrooms, and parking lot might be shared by other users.
3. Exclusive use of the entire facility can be arranged with the Events Coordinator by renting the entire facility by upgrading to Full Facility Use (see next section).
4. CCC Parking Lot is public parking. Parking cannot be regulated for private events.
5. For more information regarding available Downtown Morgan Hill parking, please visit <https://www.morgan-hill.ca.gov/1565/Downtown-Parking>.

G. Full Facility Use Upgrade Fee

1. Hiram reservations can upgrade reservation to ADD-ON full facility access for an additional fee. Full facility access ensures no other reservations will be scheduled on the night of their event. The common areas, kitchen facilities, and restrooms will not be shared. Please view our rate sheet for current fee. The following conditions apply:
 - a. Hiram Events only on Friday, Saturday, Sunday, or City Holidays.
 - b. CCC is allowed to reserve meeting rooms, El Toro, or amphitheater until 4pm.
 - c. Rental Customer will have access to meeting rooms, El Toro, and amphitheater after 4pm.
 - d. Customer must pay half of fee when requesting Full Facility Use Upgrade. The remaining balance is due 90 days before event.
 - e. Fee is non-refundable.
 - f. If customer does not request full facility at time of initial booking, other reservations will be scheduled in other rooms without notification to the customer.

H. Control Of Premises

1. The City retains the right to control the management and operation of CCC and to enforce all laws, policies and procedures with respect to the use thereof.

I. Rental Hours, Storage, & Deliveries

1. Reservation hours on the rental contract must include set-up, decoration time, clean-up, and takedown time.
2. Room access will be authorized only during the hours reserved.
3. Additional rental time on the same day of event will not be authorized if time conflicts with other events or CCC teammate/security are unable to stay. If authorized, fees will be incurred for entering earlier and/or exiting the room past the reservation time.
4. Overnight storage is not allowed at the Community and Cultural Center.
5. Deliveries (drop off and pick up) may only arrive during event rental hours. All equipment must be delivered and picked up during the hours of reservation.
6. The CCC team cannot sign for deliveries. CCC will not store any equipment. Deliveries can be received by an event representative.

J. Alcohol

1. All types of alcoholic beverages are allowed. Beer (bottle/cans/keg), wine, champagne and liquors may be served.
2. Security guard(s) are required when alcohol is present. Please see security guard section for more details.
3. Events must comply with State and Federal drinking laws and only serve to guests over the legal age of 21 years old.
4. Events that are open to the public or where alcoholic beverages are sold (indirect or direct) will require a one-day license from the State Bureau of Alcoholic Beverage Control (ABC).
 - a. *Direct Sale*: Selling alcoholic beverages during event.
 - b. *Indirect Sale*: Events charging for the event (including fundraisers): tickets, cover charge, participation donation - and access to a "complementary" alcoholic beverage included is considered indirect sale.
 - c. Customer/Event that is unable to obtain an ABC permit can hire a caterer/business with ABC license/permit.
 - d. Please visit <https://www.abc.ca.gov/> for more information.
5. Events serving or selling alcoholic beverages will require liquor liability insurance. Please visit the insurance section for more details.
6. Alcoholic beverages must be served/sold from a designated bar area by a non-drinking bartender (over 21 years of age) who is managing the bar area. Alcohol cannot be placed unattended at guest tables unless approved by Events Coordinator in advance. The customer must arrange for their own bartender. The bartender does not need a license unless an ABC permit is required. Bartenders must check identification before serving. Wrist bands can be used to assist with identification.
7. Alcohol is permitted in the Rose Garden with the garden gates closed or in the banquet room that the customer has reserved.
8. Alcohol is not permitted in the parking lot, hallways, restrooms, or kitchen.

K. Insurance Requirements

1. For any event that includes dancing, serving/selling alcohol, or is deemed a special event, the rental customer will be required to show proof of liability insurance or may purchase insurance through the City of Morgan Hill.
2. The CCC can only quote events within the current calendar year. For all other events, the CCC will only provide range estimates of cost.
3. The CCC will add the insurance fee to the contract once rates are confirmed for the following year – usually around December.
4. If a customer wishes to purchase insurance through third party, please visit bit.ly/mhinsurance for insurance requirements. The CCC will remove the insurance fee if the third-party insurance is approved.
5. Note: Changes to event times, type of event, and number of guests can change the cost of insurance. Please consult and notify the CCC. The CCC will verify if your changes require a change in fee.

L. Security Guards

1. Only the City contracted private security is used for events.
2. Security is required for events where alcoholic beverages are served/sold or deemed necessary.
3. A customer may still request and pay for security for events not required to have security.
4. CCC team will schedule security based on customer's event hours. The CCC team will determine how many guards are needed for the event based on attendance. Security will be scheduled to arrive at least 30 minutes before guests start arriving for event. Security will not leave until event is over. In addition, one (1) security guard must stay during clean-up and takedown – until building is locked by CCC team.
5. The hourly cost for each security guard is available on our Rental Rate Sheet and published on our City's website <http://www.morgan-hill.ca.gov/255/Room-Rentals>.
6. Security service fees start at 4 hours minimum.
7. Event security will be authorized to enforce the policies and procedures of the CCC and will be required to be present for the entire timeframe indicated on the use permit.

M. Decorations

1. Only freestanding decorations are permitted.
2. Open flames are not permitted (including but not limited to candles, sparklers, fireworks, etc).
3. Only dry ice fog machines are permitted. All other types of fog machines will set off CCC alarms. Cost for MH Fire department will be charged to customer.
4. Items may not be affixed to the ceiling, doors, columns, walls, light fixtures, or windows except where expressly permitted.
5. The use of the following materials is not allowed inside or outside of the CCC: rice, birdseed, glitter, sand, hay, rocks, rock salt, confetti, or dance wax.

6. Tacks, nails, staples, and tape are prohibited everywhere in CCC.
7. Balloons may be used but must be removed at end of the event.

N. Cleaning Responsibilities

1. A CCC teammate will review the cleaning check list with the customer. Customers can request the checklist before event day.
2. For banquet rooms, the customer responsibilities:
 - a. Clean, disinfect, and wipe down all tables.
 - b. Return the room to its original condition, including removal of all decorations and non-City owned equipment.
 - c. Pickup all trash from the room, kitchen, and hallway by sweeping and/or vacuuming.
 - d. Remove any overflowing trash from room or kitchen.
 - e. Recycle all cans and bottles and place in proper outside recycle bins.
 - f. Leave the kitchen free of any food and dishes.
 - g. Clean, disinfect, and wiped down all kitchen counters and appliances.
 - h. Clean any excessive stains.
3. For meeting rooms, the customer responsibilities:
 - a. Clean, disinfect, and wipe down all tables.
 - b. Remove all decorations, equipment, food or drinks.
 - c. Pickup all trash from the room by sweeping and/or vacuuming if needed.
 - d. Remove any overflowing trash from room or kitchen.
 - e. Recycle all cans and bottles and place in proper outside recycle bins.
 - f. Leave the kitchen free of any food and dishes.
4. The CCC Team responsibilities:
 - a. Remove all tables and stack chairs (once they are cleaned by customer).
 - b. Assist with providing customer proper cleaning supplies (garbage bags, brooms, vacuum, mop, etc.).
 - c. Complete and review post-inspection with customer.
5. **If additional cleaning by the custodial staff is required, the cost will be deducted from the Refundable Damage Deposit. If the required cleaning exceeds the amount of the damage deposit, the customer will be billed the balance.**

O. Animals

1. Animals (including performing animals, birds, or pets) are not allowed except for service animals. Dogs are allowed on a leash throughout the outdoor CCC main grounds.

P. Children

1. Childcare is not provided by the CCC.
2. Those wishing to provide childcare for an event or activity must make individual arrangements with a private provider. A separate meeting room can be reserved.
3. Children must always be under adult supervision.
4. CCC team or security may request children stay inside reserved area if they become disruptive to other activities.

Q. Smoking

1. The CCC is a non-smoking campus. The CCC parking lot is the only designated smoking area. Smoking must be done 25ft away from CCC main grounds.

R. Propane

1. Propane heaters are permitted in the Rose Garden but not underneath tents or canopies.
2. Heaters must be placed on the cement surface (not on the artificial lawn).
3. Any customer using a propane heater must complete the special events application/Fire permit application (due at least 30 days before event).
4. Fire permit application can be found online at <https://www.morgan-hill.ca.gov/1123/Fire-Permits> - see Fire Permit for Special Events section.

III. FOOD

A. Caterer Use

1. Customers may contract a caterer on the City of Morgan Hill pre-approved caterer list.
2. Please visit City's website <http://www.morgan-hill.ca.gov/255/Room-Rentals> for the updated list of caterers.
3. Caterers on the pre-approved caterer list are the ONLY caterers allowed to cook in the kitchen.
4. Customers may hire other caterers but will need to provide a copy of caterer's valid business insurance policy (Certificate of Liability), County Health Permit, and Business License. These caterers are NOT allowed cook in the kitchen, only prep and reheat.
 - a. The health permit and business license can be from the caterer's city and county of operations.
 - b. The 3 documents are due 30 days prior to the event. The documents must have the same business name/owner name.
 - c. Customers can contact the CCC to check if we have already received the documents from the caterer. Occasionally, the caterer may have catered an event before or automatically send us their documents.
 - d. Failure to provide these documents prior to the event may result in caterer not being authorized to use kitchen or serve food.

B. BBQ's And Food Trucks/Carts

1. Business will need to comply with the same requirements as caterers. See Caterer Use section.
2. Business with BBQ or Food Truck/Cart must have valid operating permits on display and kitchen rated fire extinguisher.
3. Business is not allowed to sell to other visitors.
4. CCC team will direct where business can set up in designated area near banquet room. Pending type of equipment/cart/truck, some businesses will need to set up in the CCC parking lot.
5. Cooking equipment cannot be covered by tent/canopy and must be at least 10ft away from CCC building.
6. BBQ or Food Truck/Cart are not allowed in Rose Garden.
7. Electricity, lights, and fire extinguishers are not provided or available.

C. Potluck or Food Delivery (No Catering Documents)

1. Customers may bring in their own cooked food as potluck style. Kitchen can be used to reheat food.
2. Customers may have a restaurant/caterer deliver and drop off the food. Caterer is only setting up food in food warmers trays and leave after food is set.

IV. ROOMS

A. Room Setups

1. Basic room set-up is included in the room rental fee. Basic set-up includes: the CCC team setting up tables and chairs before the start time of rental contract. In addition, the CCC team will set up/provide any AV equipment needed for the event if available.
2. Room setups are due 30 days before event. The CCC team will approve only setups that comply with fire safety and occupancy regulations.
3. A customer can consult with the CCC team and request an appointment to discuss room setup.
4. Any final changes to the set up must be submitted to CCC team for approval one week prior to the event.

B. Room Capacity

1. The customer is responsible to ensure that the number of persons attending their event does not exceed the maximum capacity of the rented room(s) as determined by the City and/or Fire Marshal.
2. Failure to comply with maximum attendance may lead to forfeit of deposit and event shut down.
3. If event begins reaching maximum capacity, security or CCC team will stop new guests from entering.

C. CCC Team

1. The City of Morgan Hill schedules one team member during events outside of the CCC office hours. The team member may manage multiple events/activities at the same time. Depending on daily schedule of events/activities, you may notice different teammates throughout your event. The teammate opening and teammate closing will most likely not be the same person. Teammates will try their best to introduce themselves at the start of their shift. CCC teammates will be either wearing a CCC team polo or name tag. A phone number will be on display at the Welcome Desk if the teammate is away from the Welcome Desk. Teammate will:
 - a. Unlock the building.
 - b. Set-up the tables and chairs as requested in the customer's floor plan.
 - c. Complete the pre-event walkthrough/checklist with the customer before any decoration set-up occurs or any kitchen processes begin.
 - d. Will remain in the building for the duration of the event to help with any questions or issues that may occur.
 - e. Will complete the post-event walkthrough/checklist with the customer at end of scheduled reservation time.
 - f. Will lock the building and set the security system.
2. The City retains the right to impose extra charges for additional staff, if the City believes the nature of the event will require extra work or greater levels of City supervision, janitorial services, and/or security to serve the interests of the City, CCC or the public.

V. OUTDOOR RULES

A. Amplified Sound

1. The use of amplified sound is subject to City Ordinance noise restrictions and generally should not be played at a level which disrupts other customers or neighbors of the CCC.
2. City Ordinance requires all outdoor amplified sound be turned off by 10pm. Amplified sound inside the CCC can continue until 12am (midnight).
3. Sound must be turned down at the request of CCC team.

B. Bounce Houses

1. The use of a bounce house is permitted through the City's pre-approved vendors if amphitheater is available.
2. The bounce house must be placed on the Amphitheater lawn and have a generator. The bounce house cannot be staked into the ground (will need weights).
3. Customer can rent the Amphitheater to guarantee use of space.
4. Bounce house will not be allowed if amphitheater is reserved by another event.
5. Please visit <http://www.morgan-hill.ca.gov/255/Room-Rentals> to view current vendor list.

C. Canopies

1. Canopies may be used in accordance with the following Fire Marshall safety requirements:
 - a. A canopy less than 400 square feet in size are permitted without restrictions.
 - b. Canopies larger than 400 square feet will require a fire permit. In addition, canopies need to have a clearance of 20 feet between the eaves and the building and tent opening.
 - c. Fire permit application can be found online at <https://www.morgan-hill.ca.gov/1123/Fire-Permits> - see Fire Permit for Special Events section.
 - d. Covered walkways are permitted between the building and the canopy or tent.
 - e. Canopies cannot be staked into the amphitheater lawn or Rose Garden Lawn.
 - f. Propane heaters or cooking are not allowed underneath tents/canopies or on top of the artificial lawn area.

VI. COMMUNITY USE

1. The Community Use Policy provides facilities (meeting rooms) for use by community service groups for meeting purposes at a subsidized rate per use.
2. Please review the Community Use Guidelines to more details and eligibility. Please visit City's website <http://www.morgan-hill.ca.gov/255/Room-Rentals>.

VII. MISCELLANEOUS INFORMATION

A. Audio Visual

1. Use of a projector from the CCC is subject to availability and may be requested at time of booking.
2. Each customer must bring in their own laptop, tablet, or other media players. CCC does not provide laptops, tablets or other media players. Some devices require adapters. CCC may not have your device's specific adapter. We recommend you bring your own adapter and schedule an appointment to test your equipment before your event date.
3. The Hiram Morgan Hill and the El Toro Room each have two wireless hand-held microphones and the option of a lavalier microphone and additional wired microphones subject to availability.
4. The CCC built-in sound systems are designed for meetings, presentations, and small parties. We do not recommend using our sound system for large party events.
5. Customers are responsible for running their own audio visual equipment.
6. Each customer may bring his/her own projector and sound system. Customer/DJ owned sound system will NOT be allowed to connect with CCC built-in sound system/speakers. City owned microphones will NOT be reconfigured to connect with outside equipment.

B. Internet/Wifi Access

1. Free public wi-fi access is available but not guaranteed.

C. Lost And Found

1. Any articles left at CCC by persons attending any event will be held at the CCC for 30 days. Unclaimed items will be donated or thrown away.

D. Public Safety

1. Activities at CCC shall be conducted with full regard to public safety.
2. Customers shall not in any way block or interfere with aisles, walkways, exits and exit signs, including attaching anything to doorknobs and/or panic hardware. All exit signs shall be kept clear and illuminated.
3. All items brought into CCC must comply with state and local fire codes and other ordinances.
4. The CCC is subject to fire and safety inspections at any time.
5. The City reserves the right, and the customer has the obligation, to remove any person or persons who are disruptive or a danger to themselves or to public health, safety, or welfare.
6. Any public safety issues that occur while CCC is occupied shall be immediately reported by phone to 9-1-1 or the Morgan Hill Police Department 24 hour non-emergency phone number at 779-2101.

E. Signs/Announcements

1. Tape is not allowed on the interior or exterior of the building.
2. Please contact the Welcome Desk at 408-782-0008 to discuss utilizing the outdoor digital display.
3. For all other public announcements, there is one bulletin board designated for hanging announcements at the CCC for community wide functions held within the city limits of Morgan Hill. Please check in at the Welcome Desk for signage approval.

F. Theft

1. The customer assumes all responsibility for any property brought to CCC, or otherwise left at CCC during the term of the use permit.