

City of Flagstaff

Parks and Recreation

Physical: 1702 N 4th St, Flagstaff, AZ 86004

Mailing: 211 W Aspen Ave, Flagstaff, AZ 86001

(928) 213-2300



Facility Rental Policies and Guidelines

Welcome to the Aquaplex!

The Flagstaff Aquaplex is one of Northern Arizona's most complete facilities for activities, both social and recreational alike! Adult and youth groups enjoy many recreation and leisure time activities at this multi-purpose, state-of-the-art recreation center. Located in the heart of Flagstaff, the Aquaplex is easily accessible from I-40, I-17 and the Historic Route 66. Our professional, experienced staff is happy to assist you in planning your event and is committed to ensuring a memorable experience for you and your guests.

Reservations

- The Flagstaff Aquaplex rental spaces may be reserved for meetings, special events, and other group functions.
- All rental requests are on a **first come, first serve** basis.
- Party Room reservations are welcomed and accepted by the Guest Services staff members stationed at the facility's front desk.
- All other reservation requests, we ask that you email the Guest Services Coordinator at jrichwine@flagstaffaz.gov or call (928) 213-2307 to make an appointment for a reservation meeting.

Reservation Application Submission Schedule

Community Rooms, Gymnasium, or Movement Studio

- Applicants may contact the Guest Services Coordinator directly or submit a Facility Rental Application at the front desk.
- Applications may take up to one (1) week to process.
- Once an area has been reserved through the Guest Services Coordinator, final payment will need to be made no less than **five (5) days** prior to the event.

Climbing Wall, Aquatics Area, or Fitness Floor

- Applicants may contact the Guest Services Coordinator directly.
- Applications may take up to one (1) week to process.
- Once an area has been reserved through the Guest Services Coordinator, final payment will need to be made no less than **three (3) weeks** prior to the event.

"After Hours" and/or "Entire Facility"

- Applicants may contact the Guest Services Coordinator directly.
- Applications may take up to one (1) week to process.
- Once an area has been reserved through the Guest Services Coordinator, final payment will need to be made no less than **one (1) month** prior to the event.

Facility Rental Policies and Guidelines (continued)

Holiday Rentals

City facilities **may not be available** for rent on the following holidays:

- Thanksgiving Day
- Christmas Eve
- Christmas Day
- New Years Eve
- New Years Day

Rentals on the following holidays may be charged a 25% holiday rental premium **in addition to the regular rental rate:**

- Martin Luther King, Jr. Day
- Presidents Day
- Memorial Day
- Independence Day
- Labor Day
- Veterans Day
- Friday After Thanksgiving

Hours of Use

The Flagstaff Aquaplex's regular facility hours are:

Monday—Saturday: 6:00 AM—9:00 PM

Sunday: 10:00 AM—6:00 PM

***PLEASE NOTE:** Each area of the facility (i.e. rock climbing wall, pool area, gymnasium, etc.) has specific hours that can vary day-to-day. Be sure to ask the front desk for a copy of our different operating hours for each area.

Facility rentals are limited to no more than ten (10) consecutive hours. Rental hours of use **must include set-up, decorating, and clean up time.** Events that exceed the scheduled rental time will be billed at twice the hourly rental rate for the additional time. If the facility is available, time extensions up to ten (10) consecutive hours *may* be granted by management, prior to the event, upon payment and subject to the hourly fee.

Facility Rental Policies and Guidelines (continued)

Application Steps

1. Email (jrichwine@flagstaffaz.gov) or call Guest Service Coordinator at (928) 213-2307 for an appointment.

During the appointment, you will be given a tentative booking date, pending successful completion of the rental process.

2. Complete an Application

A duly authorized representative of the organization, or person responsible for the rental, must sign the completed application. Applications are available at the Aquaplex Front Desk and may be dropped off prior to the reservation appointment. No reservations are held or confirmed until all required paperwork is completed and approved by the Guest Service Coordinator.

3. Final Application Approval

You will be notified during or shortly after your appointment on the status of your application.

4. Pay Rental Fees

The Guest Service Coordinator will review payment options with you at time of booking.

Applicant Classifications

Resident: Any business, organization or individual residing within the City of Flagstaff city limits.

Proof of residency: Able to show current City of Flagstaff Utility Bill, Drivers License or other identification that shows a City of Flagstaff physical address (No P.O. Box numbers allowed) existing within current city limits.

Non-Profit: As verified with a tax certificate for a 501(c) or another established non-profit certificate.

Commercial / For Profit: Any business, organization or individual not holding non-profit status as established with a tax certificate or renting facility amenities for the purpose of financial or other personal or business gain or benefit.

Out of Community: Any business, organization or individual with a physical legal address outside of city limits.

Required Permits / Licenses

If applicable, copies of the following permits/licenses must be submitted 30 days prior to the scheduled use:

Fund Raisers

Many activities are fund raisers in which either the sponsoring group benefits or proceeds go to a chosen beneficiary. Non-profit documentation stating your non-profit number is required for any fund-raising activities. There may be additional fees for fund raising.

Business License

A Business License may be required of businesses (caterers, DJs/bands, photographers, etc.) performing any services at an event. Contact the Business License Division at (928) 779-7614, for more information.

Fire Department Permits

A Permit is required for use of candles, open flames, or flammable materials and decorations. Contact the Fire Department at (928) 779-7688 for more information.

Facility Rental Policies and Guidelines (continued)

Insurance Certificate

Certain rentals may be required to provide the City of Flagstaff with a valid Certificate of Liability Insurance, written through acceptable carriers.

Such certificate shall provide Bodily Injury and Property Damage Liability protection at a limit of \$1, 000, 000,000. (a million dollars). The Certificate shall name the City of Flagstaff as an Additional Insured.

The decision to require or not require an insurance certificate will be determined by Aquaplex Management and the City of Flagstaff Risk Management Department upon review of the rental application.

A reservation that requires insurance CANNOT occur until the required insurance and all additional certificates has been approved by Aquaplex management and the City of Flagstaff Risk Management department.

Renters Responsibilities During Event

- **Being familiar with and making sure your guests understand and adhere to all posted Aquaplex rules, policies and procedures.**
 - Please have all guest for event enter the facility through the main Aquaplex door,.
- **Children must always be supervised by parents or chaperones.**
 - Aquaplex considers a person 14 years old and older, to be capable of being a chaperone.
 - Children 5 years old and under need to be within arms reach of a chaperone at all times.
- **Delivering & unloading event materials & supplies during approved delivery timeframe or contracted hours.**
 - Event materials are NOT permitted to be stored in the community rooms or the kitchen space prior to start / evening before the event or after the event.
- **Decorating facility for event per regulations & on-site staff direction.**
 - See decorating guidelines on page 7.
- **Setting up all rental equipment brought in by renter or outside vendor.**
 - Event rental equipment in by renter or outside vendor is NOT permitted to be stored in the community rooms or the kitchen space prior to start / evening before the event or after the event.
 - If over night storage of equipment is required , the renter will need to include the over night time frame in their reservation , and will be charged the hourly rate for storage time.
- **Monitoring conduct & performance of contracted vendors or performers at event.**
 - All contracted vendors or performers are expected to understand and adhere to all posted Aquaplex rules, polices and procedures.
 - Aquaplex management and staff reserve the right to enact additional rules and regulation that may not be posted to ensure the safety of our guest and staff.
 - Failure of contracted vendors or performs to adhere to all posted and informed (by Aquaplex staff) of Aquaplex rules, polices and procedure, will result in renter loss of security deposit.
- **Coordinating event activities & transitions.**
- **Monitoring guest activity and behavior.**
 - All guests are expected to understand and adhere to all posted Aquaplex rules, polices and procedures.
 - Aquaplex management and staff reserve the right to enact additional rules and regulation that may not be posted to ensure the safety of our guest and staff.
 - Failure of contracted vendors or performs to adhere to all posted and informed (by Aquaplex staff) of Aquaplex rules, polices and procedure, will result in renter loss of security deposit.

Facility Rental Policies and Guidelines (continued)

Renters Responsibilities During Event (Continued)

- **Communicating with on-site staff at the Aquaplex front desk**

- Informing staff of any food or drink spills on the carpet or wood for immediate clean-up.

- If extra Aquaplex front desk staff are available they will clean up the spill. However, extra staff is not always available or may be needed at the front desk to address high traffic time needs. In this instance staff will provide renter with necessary cleaning supplies for the renter to clean up needed spill.

- **Helping with equipment transitions.**

- **Checking on the condition of the restrooms and lobby.**

- **Before the start of reservation, renter needs to “check in” with the on duty staff at the front desk.**

- Staff will review the reservations “check in” sheet and make sure that the community room, set up and tech./AV equipment are as requested by renter.

- Renters failure to check in at the front desk with the on duty staff will result in the renter losing their security deposit.

- **Before the end of the reservation, renter need to complete the following cleaning tasks**

Cleaning supplies are available for your convenience. Please see the front desk..

- Removal of all decorations

- Removal of all method of hanging decorating from walls, tables & chairs

- Sweep & Mop all used wood Floor

- Vacuum of all used carpet

- Wiping down of all used tables and chairs

- Taking out of all trash and recycling reciprocals.

- Trash and recycling need to be taken out to the facilities trash and recycling dumpsters

- See on duty front desk staff for directions to dumpsters.

- Replacement of trash bags in trash and recycling reciprocals

- Cleaning out and wiping down of all counters used in community room area

- Cleaning out and wiping down of sink in kitchen (iif part of rental)

- Cleaning out and wiping down all counters in kitchen (if part of rental)

- Cleaning out and wiping down all catering fridge's, freezer and oven in kitchen (if part of rental)

- No food /supplies are to be left .

- Cleaning out and wiping down of microwave in kitchen (if part of rental)

- Sweep & Mop of kitchen floor (if part of rental)

- Renters failure to complete required cleaning tasks will result in the renter losing their security deposit.

- **Renter at end of reservation , need to “check out” with the on duty staff at the front desk.**

The staff will review the reservations “cleaning checklist” and make sure that all of the required cleaning tasks are completed, all tables, chairs and tech./AV equipment utilized by renter for the event are returned.

- Renters failure to check out with the on duty staff at the front desk will result in the renter losing their security deposit.

Facility Rental Policies and Guidelines (continued)

Amplified Sound

Bands, DJ's, music or speaking that requires the use of speakers or amplifiers is considered amplified sound.

There are restrictions and sound ordinances relating to amplified sound. Your event may be subject to sound metering to ensure sound level compliance. **Music volume must be lowered to follow City Noise Ordinances.** Please be considerate of others within the facility. Flagstaff Police Department may be summoned in the case of excessive noise.

No Fog Machines are allowed. Please inform your DJ.

The Aquaplex has a portable PA System and cord microphone which can be rented for an additional charge.

Decorations and Favors

Decorations are the responsibility of the applicant and plans to decorate the facility must be requested on the application for approval.

Only masking tape and scotch tape (provided by you) are acceptable.

No staples, nails or tacks are allowed on any wall or equipment. The use of gorilla or Duck-tape is NOT permitted on any wall or equipment.

All decorations must be fireproof or made of fire-retardant materials. Nothing shall be attached to light fixtures. No decorations will be permitted within 18 inches of ceiling sprinklers. Piñatas, decoration sprinkles, glitter, confetti, rice, and birdseed are not allowed inside or outside of the facility.

Sunflower seeds, gum, and candy create cleanup problems. It is your responsibility to clean up these items from carpets and floors.

Custodial fees (\$50.00) may be added to your reservation cost.

Alcohol Policy

The Flagstaff Aquaplex currently does not allow any alcohol on its premises.

This policy is subject to review and could possibly be modified in the future to allow alcohol for private rentals with certain restrictions and limitations. Please talk to the Guest Service Coordinator for specific information.

Reservation Cancellations

All cancellations must be in writing and received before the cancellation deadline specific to that type of rental (see below).

Reservations that cancel their reservations outside of the cancellation deadline specific to their rental type are not eligible for a refund of any kind.

The Security/Cleaning deposit will be forfeited, but all other fees refunded by City Check, by mail, and may take up to four (4) to six (6) weeks to receive. The check will be mailed out to the mailing address listed on rental application. The City of Flagstaff does not currently have the capacity to refund deposit directly to renters credit or debit card.

Cancellation Deadlines

Community Rooms, Gymnasium, or Movement Studio :

Reservation can be cancelled up to twenty-four (24) hours preceding the planned event.

Climbing Wall, Aquatics Area, or Fitness Floor:

Reservation can be cancelled up to three (3) business days preceding the planned event.

"After Hours" and "Entire Facility":

Reservation can be cancelled up to two (2) weeks preceding the planned event.

Facility Rental Policies and Guidelines (continued)

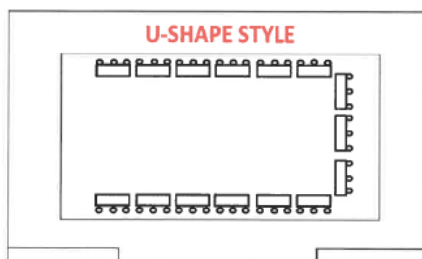
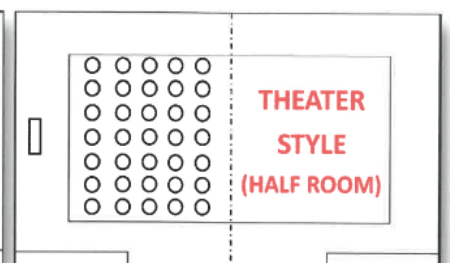
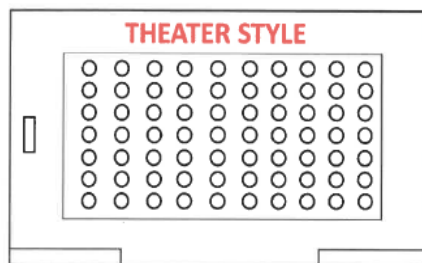
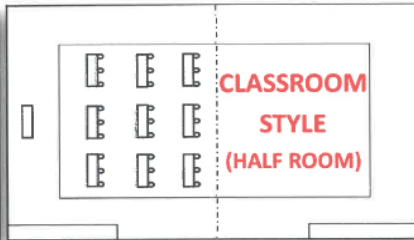
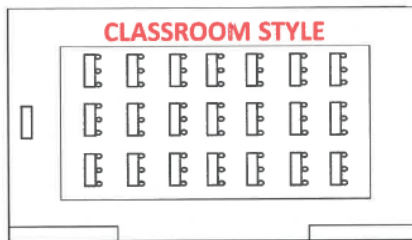
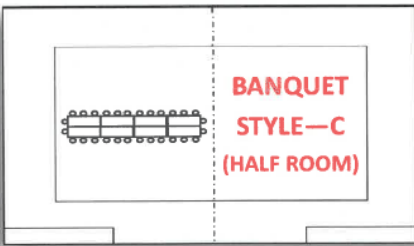
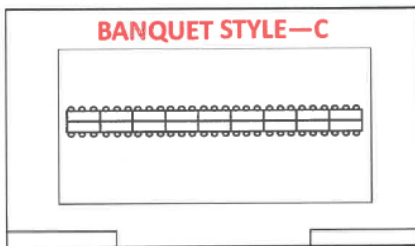
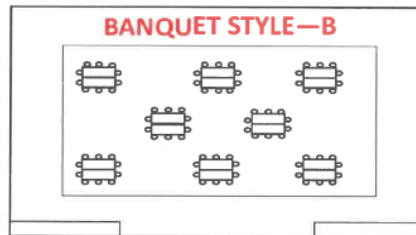
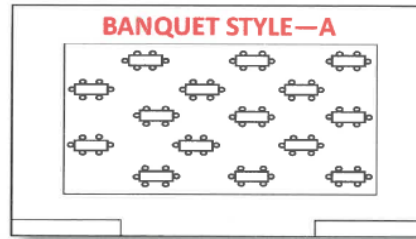
Facility Accommodations

| | Room Size | Max Capacity | Amenities Included | Common Uses |
|---|--|--|---|---|
| Community Room A | 750 sq. ft. | 70 Theater Style 40 Banquet Style 30 Class Room Style 30 U-Shape Style 100 Standing | Catering Kitchen*, projection screen, counter space. Tables and chairs. | Banquets, small receptions, meetings, presentations, etc. |
| Community Room B | 750 sq. ft. | 70 Theater Style 40 Banquet Style 30 Class Room Style 30- U-Shape Style 100 Standing | Counter space, direct access to patio. Tables and chairs | Meetings, trainings, seminars presentations, etc. |
| Community Room Combined (A & B) | 1500 sq. ft. | 140 Theater Style 80 Banquet Style 60 Class Room Style 60 U-Shape Style 200 Standing | Catering Kitchen*, projection screen, counter space, direct access to patio. Tables and chairs | Banquets, receptions, ceremonies, dances, large meetings, presentations, etc. |
| Climbing Wall | 24' W x 27' H w/ a 12' fall area | 4 climbers at a time w/ space for up to 20 spectators. | All equipment provided except shoes. (Liability waivers must be on file.) | Climbing. |
| Fitness Floor & Track | 4793 sq. ft. Track: 3 lanes, 117 yards long | Varies depending on activities. | Cardio equipment, fitness machines, free weights and benches, indoor track. | Various fitness and exercise activities. |
| Movement Studio | 1715 sq. ft. | Varies depending on activities. | Wood floor, wall mirrors, ballet bar, stereo system, mats. | Aerobics, dance, martial arts, yoga, etc. |
| Gymnasium | 8640 sq. ft. | Varies depending on activities. | 6 basketball hoops, rollaway bleachers, indoor soccer goals, various sports equipment. | Practice, games, tournaments, larger events. |
| Lap Pool | 1,000 sq. ft. | 30 | 3 lap lanes, timer, various swim toys, | Lap swimming, pool parties and various aquatic activities. Water aerobics |
| Aquatics Area (entire pool area) | 10000 sq. ft. 9000 sq. ft. of water area (100,000 Gal) | Varies depending on activities and number of lifeguards on duty. | Indoors and heated, lifeguards, 2 tube slides, 3 lane lap pool, zero-depth entry child pool w/ play structure, lazy river, 16-person hot tub. | Pool parties and various aquatic activities. |

* **Catering kitchen** is 15' x 16' and includes a commercial refrigerator, microwave, sink, warming oven, and coffee maker. It is an optional amenity and will incur an additional hourly charge. **No on-site food cooking, preparation, or dishwashing.**

Facility Rental Policies and Guidelines (continued)

Community Room Rental Set Up Options



Facility Rental Policies and Guidelines (continued)

Peak Time: M-F Open-8am & 3pm-Close. Sat & Sun All Day.

Non-Peak Time: M-F 8am-3pm.

Rental Fees (per hour)

All rentals prices do not include tax.

Non-Peak Time

Peak Time

Community Rooms (Meeting Rooms)

General/ Resident/ Non-Profit

| | | |
|-------------------------------|---------|----------|
| Half Room without kitchen | \$29.50 | \$47.00 |
| Half Room with kitchen | \$41.25 | \$59.00 |
| Combined Room without kitchen | \$70.75 | \$88.25 |
| Combined Room with kitchen | \$82.75 | \$100.25 |

Commercial/For Profit/ Out of Community

| | | |
|-------------------------------|----------|----------|
| Half Room without kitchen | \$47.00 | \$59.00 |
| Half Room with kitchen | \$59.00 | \$70.75 |
| Combined Room without kitchen | \$106.00 | \$129.50 |
| Combined Room with kitchen | \$118.00 | \$141.50 |

City of Flagstaff Official Internal Use

| | | |
|-------------------------------|---------|---------|
| Half Room without kitchen | \$14.75 | \$23.50 |
| Half Room with kitchen | \$20.75 | \$20.75 |
| Combined Room without kitchen | \$35.25 | \$44.25 |
| Combined Room with kitchen | \$47.25 | \$56.25 |

The City of Flagstaff reserves the right to include additional rental charges based on facility set-up needs, safe operation of the facility, rental attendance or other specific rental conditions.

Facility Rental Policies and Guidelines (continued)

Peak Time: M-F Open-8am & 3pm-Close. Sat & Sun All Day.

Non-Peak Time: M-F 8am-3pm.

Rental Fees (per hour) Continued

All rentals prices do not include tax.

| | <u>Non-Peak Time</u> | <u>Peak Time</u> |
|--|----------------------|------------------|
| Movement Studio | | |
| General/Resident/Non-Profit | | |
| | \$37.75 | \$50.25 |
| Commercial/For Profit/Out of Community | | |
| | \$50.25 | \$62.50 |
| City of Flagstaff Official Internal Use | | |
| | \$19.00 | \$25.25 |
| Climbing Wall (Rock Wall) | | |
| General/Resident/Non-Profit | | |
| | \$37.75 | \$50.25 |
| Commercial/For Profit/Out of Community | | |
| | \$50.25 | \$62.50 |
| City of Flagstaff Official Internal Use | | |
| | \$19.00 | \$25.25 |
| Gymnasium | | |
| General/Resident/Non-Profit | | |
| Full Gym (Courts A & B) | \$62.75 | \$87.75 |
| Half Gym (Court A or B) | \$31.38 | \$43.88 |
| Commercial/For Profit/Out of Community | | |
| Full Gym (Courts A & B) | \$87.75 | \$119.00 |
| Half Gym (Court A or B) | \$43.88 | \$59.50 |
| City of Flagstaff Official Internal Use | | |
| Full Gym (Courts A & B) | \$31.25 | \$44.00 |
| Half Gym (Court A or B) | \$15.63 | \$22.00 |

The City of Flagstaff reserves the right to include additional rental charges based on facility set-up needs, safe operation of the facility, rental attendance or other specific rental conditions.

Facility Rental Policies and Guidelines (continued)

Peak Time: M-F Open-8am & 3pm-Close. Sat & Sun All Day.

Non-Peak Time: M-F 8am-3pm.

Rental Fees (per hour) Continued

All rentals prices do not include tax.

Non-Peak Time

Peak Time

Pool Buy Out (During Facility Operation Hours)

2 Hour Minimum Rental Required

All User Groups

1-50 individuals

\$751.25

\$813.25

51-100 individuals

\$1,101.50

\$1,095.50

101-150 individuals

\$1,252.00

\$1,377.00

After Hours Operations

Pool Rental (Only Available After Facility Hours of Operation)

2 Hour Minimum Rental Required

General/ Resident/ Non-Profit

1-50 individuals

\$275.50

51-100 individuals

\$501.00

101-150 individuals

\$626.00

Commercial/For Profit/ Out of Community

1-50 individuals

\$438.25

51-100 individuals

\$563.50

101- 150 individuals

\$688.50

City of Flagstaff Official Internal Use

1-50 individuals

\$187.75

51-100 individuals

\$250.50

101- 150 individuals

\$313.00

The City of Flagstaff reserves the right to include additional rental charges based on facility set-up needs, safe operation of the facility, rental attendance or other specific rental conditions.

Facility Rental Policies and Guidelines (continued)

Aquaplex Staffing Fees

Certain rentals will require the need for Aquaplex staffing to be brought in due to the purpose or nature of the event. The decision to require or not require additional staffing will be determined by Aquaplex Management and the City of Flagstaff Risk Management.

If additional staffing is required the renter will need to pay for each additional staff member needed by hour.

The staffing hourly rate for Aquaplex temporary employees is currently \$13.00 per hour. This rate is subject to change as the state of Arizona and the City of Flagstaff minimum wage hourly rate increases.

The City of Flagstaff reserves the right to include additional rental charges based on facility set-up needs, safe operation of the facility, rental attendance or other specific rental conditions.

Outside Staffing/ Security Requirements

Certain rentals will require the need for the renter to hire outside staff and security to be on site and roam the building and grounds due to the high risk nature of the event. The decision to require or not require additional outside staffing and security will be determined by Aquaplex Management and the City of Flagstaff Risk Management.

If additional outside staffing and security is responsible for the hiring and payment of those agencies. All required outside staffing and security need to be secured and submit for review by Aquaplex Management and the City of the Flagstaff Risk Management at least two (2) weeks prior to the date of the event.

Aquaplex Management and the City of Flagstaff Risk Management must approve the hired outside staffing and security companies by renter to ensure that the hired companies will meet the needs of the event and that there is no conflict of interest. If hired staffing or security company are not approved by Aquaplex Management and the City of Flagstaff Risk Management, the renter will be required to hire different companies or cancel reservation.

Security Deposits

- A security deposit is **an additional fee** required for all facility rentals. It is **NOT** a holding deposit and will be included in the total rental fees due. The security deposit is currently set at **25%** of the total rental fee amount.
- The deposit will be returned by City check to the renter's specified **mailing address** within **four (4) to six (6) weeks**.
- The Aquaplex will be forced to keep the deposit if the provided Cleaning Checklist is not complete prior to the end of the specified rental time, any damages to equipment or facilities that has occurred to the facility during the reservation, or the rental end time is exceeded by the original contracted agreement.
- Additionally, if the room is not properly cleaned, the Aquaplex reserves the right to charge the renter **\$50.00 per hour** for labor. Any damage repairs will be charged at actual cost.
- In the event that the Aquaplex's staff deems it necessary to request public safety intervention (i.e. Police, Fire, or Public Works staff) due to an event/rental is not under control, the applicant will forfeit their deposit.
- **The Aquaplex also retains the right to forfeit a refund without notifying the renter.**
- The status of a refund can be verified by the Guest Services Coordinator.

Facility Rental Policies and Guidelines (continued)

The following scenarios may also result in the forfeit of an applicant's deposit:

- Failure to comply with the any or all items on the provided Cleaning Checklist, including not disposing of food or trash.
- Failure to check in or check out with the front desk staff prior to the rental or prior to leaving the rental.
- It is found that any person attending or hosting the event/rental has consumed or actively consumes alcoholic beverages within the facility or within the facility's parking lot. This applies as well if evidence of alcoholic beverages are found in the room, parking lot, or facility during or after the reservation.
- A fight/physical altercation occurs that involves you or your guests.
- Threatening the City's staff, patrons within the building, or security personnel.
- Falsification of the information provided on the Facility Use Application or any other required documents.
- Theft of City of Flagstaff property.
- Exceeding the maximum capacity of the reserved room or attendance listed on the application.
- Smoking in undesignated smoking areas.
- Use of facilities (by you or your guests) not previously reserved without paying for a daily admission.
- Allowing animals into the building, except ADA approved service animals.
- Holding a youth activity without an adult sponsor (21 years of age or older). Groups of minors must be chaperoned.
 - Adult to minor ratio will depend on the activity and will be determined at the time of reservation.
 - Names, addresses, and phone numbers of chaperones must be furnished at least 24 hours prior to the scheduled use.