



**City of Rancho Santa Margarita
Bell Tower Regional Community Center
Frequently Asked Facility Rental Questions**

(Note: These are general responses and may not apply to your event.)

How far in advance can I reserve a multi-purpose room or the ballroom? Reservations for rooms are accepted up to one year in advance.

What time can rooms be rented? Room rentals are available to rent seven days a week 8a-12a. All set-up and clean up must be completed within the rental time. Most rentals need a full hour to clean up. A minimum of six (6) hours is required for rentals on Saturday and Sunday.

How many people can the rooms accommodate? Refer to the rate sheet for a list of each rentable room/space and their occupancy maximums.

- The Ballroom, with a dance floor, food tables, gift tables, bar area, etc. is considered the best possible occupancy at no more than 250.
- Seated theater style for presentations or meetings the ballroom can accommodate up to 475 people.

Are there kitchen facilities? There are two options for kitchen use with a ballroom rental.

1. Partial Kitchen: This includes ice machine, refrigerator, small microwave and counter space for a \$50 flat fee. If a caterer remains on site and provides serving a copy of their license and proper insurance must be provided.
2. Full Kitchen: Only a licensed caterer is permitted to use the full kitchen and must provide a copy of caterer's license and proper insurance. The rate is \$250 flat fee and allows use of the warming appliances.

Is alcohol allowed in the facility? Alcohol may be served at events and is restricted to persons 21 and over. Additional paperwork is needed if alcohol is sold. No beer kegs are allowed in the ballroom and can only be dispensed from the kitchen or outside area by a licensed bartender. Any event with alcohol requires a security guard present.

Is music allowed? Bands and DJs (amplified music) are permitted. Music must be turned down at 10:00 p.m. and turned off at 11:00 p.m. Both are considered amplified music and require a Security Guard. The Ballroom is equipped with an audio system that can be used with various devices; using the provided audio system does not require security guards. Please check with staff during the event walkthrough to make sure your A/V needs can be accommodated.

How much are Security Guards? Rates for Security Guards are \$35 per hour per guard, and one (1) guard per 100 guests is required. City staff will schedule Security Guards for the event.

Do I need insurance to rent a room at the facility? Yes. Insurance can be obtained through licensee's homeowner's or renter's insurance with the stipulation that all requirements are met on certificate and approved by City's Risk Manager. The Certificate must provide full coverage for event in the amount of at least \$1,000,000. The policy must name two (2) entities as an additional insured under "Certificate Holder" or "Additionally Insured" on the Certificate of Liability Insurance as shown:

1. The City of Rancho Santa Margarita, 22112 El Paseo, Rancho Santa Margarita, CA 92688
2. The City of Rancho Santa Margarita Nonprofit Corporation, 22112 El Paseo, Rancho Santa Margarita, CA 92688

The required insurance can be purchased through the City's carrier. Rates vary and staff can assist with this process. The Licensee will receive a copy of the certificate of insurance.

What's included in the room rental? Exclusive use of the reserved space, tables and chairs, and the setup/tear down of supplied equipment. The setup will be confirmed during the event walkthrough.

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What sizes are the tables?

- Round are 72"
- Rectangles are 6'
- Square are 3'x3' (minimal quantity)

Is a Security Deposit required, and is it refundable? Yes, a Security Deposit is required in the amount of \$500 and is refundable as long as there are no damages or overtime fees. One-half of the rental fees (rental fees include hourly rate and security deposit) are required upon approval of the facility application. The Security Deposit is refunded if applicable, up to 45 days after the event.

What if I need to cancel my reservation?

Cancellation Policy: Except for cancellations by the City, all cancellations will result in the schedule below. In the event of cancellation by the City, the event will be rescheduled or, at the Licensee's request, the facility fees and security deposit will be returned.

WRITTEN CANCELLATION NOTICE	SECURITY DEPOSIT REFUND	FACILITY FEES REFUND
90 Days +	100%	100% less \$150.00 processing fee
89 Days - 30 Days	100%	50% less \$100.00 processing fee
29 Days or Less	100%	0%

Rescheduling reservations less than 29 days out (from original date) will be charged the above cancellation fees and all cancelled/rescheduled reservations are subject to an additional \$30 administration change fee.

How can I rent the grassy area outside for my wedding? The area is referred to as the "Grand Terrace." Reservations can be made thru the Master Homeowners Association; Santa Margarita Landscape and Recreation Corporation (SAMLARC). Please call SAMLARC at 949-709-0010 for reservations.

Are chairs available for use on the Grand Terrace? Chairs for the Grand Terrace must be rented from an outside company.

Do you have any rentable space for a social hour? The following spaces are available to rent by the hour:

- The "Atrium" which is the outdoor area between City Hall and the Community Center.
- "El Paseo Court" is the outdoor area where the tables and chairs are located.
- The Bell Tower Regional Community Center hallway entry area.

Is there a dressing room? The health & fitness room which has a private bathroom is rentable for flat fee of \$75. The large conference room is rentable for \$50.