

Subject: Parks and Recreation Policies and Procedures

Policy No.: 900-0001 (Replaces former 900-0001 Magnolia Hall/900-0002 The Chambers)

Effective Date: 05/14/2012 Revised on ~~6/10/2013~~ 08/19/2013



**City of Woodstock
Parks and Recreation Department**

**POLICIES AND
PROCEDURES MANUAL**

Reviewed and Approved on August 19, 2013

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MISSION STATEMENT

"The Woodstock Parks and Recreation Department is dedicated to being the leader in providing exceptional leisure opportunities through the usage of Parks, Greenways, Trails and other Recreational facilities that will enhance our quality of life while promoting a healthy lifestyle for all participants and citizens within our community."

VISION STATEMENT

The City of Woodstock Parks and Recreation Department is a leader in providing quality facilities, programs and services to our residents. Excellent customer service is provided through well maintained facilities and highly trained and motivated staff. The programs and services offered by this Department reflect the needs and wants of our residents.

Policies and Procedures

I. Introduction

The Woodstock Parks and Recreation Department is comprised of three different Divisions: Parks Maintenance, Special Events, and the Senior Center. Each Division is supervised by a Coordinator, who reports to the Parks and Recreation Director. It is the responsibility of each Division Coordinator to lead the staff in following the established policies and procedures to ensure consistent and quality operation of facilities, programs, events, and services.

II. Facility Usage

Each facility has its own hours of operation or times when it is open to the public. These are to be posted when possible.

Magnolia Hall (formerly the Woodstock Community Center) and The Chambers at City Center are available for rental/usage with or without a fee (see the attached rental agreement for each facility for further details).

- A. These usages must be approved in advance by the Division Coordinator.
- B. Depending on the event, a special permit may need to be obtained.
- C. Parks and Recreation and City functions have precedence over all other functions.
- D. All groups using the facilities are responsible for set up and clean up unless prior arrangements have been made.
- E. Most facilities require a written contract for usage, and the groups using the facilities are expected to follow all guidelines in the contract.
- F. Per City Ordinance, smoking is not allowed inside any City facility.
- G. It is the policy of the Parks and Recreation Department that all users of facilities follow general rules for personal conduct. It is the responsibility of the staff at each facility to ensure that the facility's guidelines are being followed. This will ensure that all users will enjoy their time spent at a safe Parks and Recreation Facility.

III. Programs and Activities

It is the responsibility of each Division Coordinator to work with staff in planning and coordinating activities at each facility.

- A. Each program must be available to the general public or a specific sub group. Staff must make every effort to make reasonable accommodations for disabled or special needs participants.

- B. Information about programs or events should be publicized in the appropriate manner, such as advertised on the Department website, on social media websites, in the newspaper, or on flyers distributed to the public.
- C. Fair fees may be charges for programs and events. Fees may be waived for disadvantaged participants when feasible or appropriate.
- D. It is the responsibility of the Division Coordinator that evaluative material be compiled for programs, services, and facilities. This includes usage numbers, evaluation forms, and revenue/expenditures.

IV. Employees

Each facility is to be staffed with competent, knowledgeable, and courteous personnel. It is the responsibility of the Division Coordinator(s) to ensure that staff are trained in and follow established guidelines. All staff are employees of the City of Woodstock. As such, they are expected and required to know and follow the City of Woodstock Personnel Policy.

A. Types

- 1. Full-Time
- 2. Part-Time
- 3. Contract/Intern/Volunteer
 - a. See City of Woodstock Volunteer Policy (Policy No. 500-0003)

B. Personal Conduct

- 1. The City of Woodstock Parks and Recreation Department believes in providing excellent customer service.
- 2. Our focus on our citizen's needs is reflected in our facilities, programs, services, and special events.
- 3. Staff is expected to follow courtesy standards established within their Division. These standards address such issues as attitude, how to answer questions, etc.
- 4. Please refer to the Parks and Recreation Department Community Relations Plan for detailed employee conduct guidelines.

C. Staff Training

- 1. CPR/First Aid/AED
- 2. Park and Facility Maintenance
- 3. GRPA/NRPA Training Courses when possible

V. Advisory Board

A. Members

The City of Woodstock's Parks and Recreation Advisory Board shall consist of eight (8) individuals who are residents of the City of Woodstock. Individuals chosen to be part of this Board shall be selected by each Council Member and the Mayor – one (1) appointee per ward and two (2) appointees by the Mayor. The Board shall appoint a chairperson and other officers as deemed necessary at the first meeting following appointment of new

members. Additionally, the chairperson shall be appointed for a term of two (2) calendar years by a majority vote of those members serving on the Board. No individual shall serve as chairperson for a period in excess of two (2) years.

B. Compensation

Each member shall be compensated \$50 per meeting. If no meeting is held or the member does not attend, they do not receive compensation.

C. Terms

Terms run concurrently with the elected official who appointed the member. Members may be appointed to successive terms without limitation.

D. Meetings

Meeting shall be held on the 1st Monday of each month at Magnolia Hall.

E. Powers and Duties

As stewards of the City of Woodstock Park and Recreational Department the objectives of the Board are:

1. Advise staff and City Council as to the location and development of all parks and trails in the City of Woodstock. The board shall also advise staff and City Council as to the development and expansion of activities for all ages to be held within the City's parks and trails system.
2. Inform and educate the public about the importance of and need for recreational programs, facilities, and services.
3. Provide encouragement, support, and work in partnership with the parks and recreation department to provide a team approach in voicing concerns to and addressing issues with City Council.

VI. Safety/Security

Each facility is to be staffed with competent employees. It is the responsibility of the Division Coordinator(s) is to ensure that staff are well trained in and follow established safety guidelines.

A. Emergency Care Skills Training

All Parks and Recreation employees should undergo American Red Cross or American Heart Association First Aid and CPR training and AED training. This training is conducted on an annual basis and is taught by certified staff in the Fire Department.

Certified staff shall refer to the American Red Cross standards of care when providing First Aid and CPR and the manufacturer's guidelines for AED usage.

B. Cooperation with Law Enforcement

1. Department Liaison
2. In-Service Staff Training

C. Incident/Accident Management

1. In emergency situations, staff is to follow Red Cross standards, if appropriate. If 911 is called, staff must notify the Division Coordinator who will call the Parks and Recreation Director.

2. Staff must follow the proper opening and closing procedures for their facility.
3. Staff must notify the maintenance division of any issues by using the proper form. If the issue is an emergency, then staff must notify the Parks Maintenance Coordinator as soon as necessary.
4. In the case of hazardous weather, staff must follow the guidelines established at their facility.
5. It is the responsibility of all staff to maintain clean and safe facilities.
6. Record Keeping:

Each division shall have policies and procedures specific to its facility which will serve as guidelines for programs, services, and facility operation. Incident/accident forms must be filled out for minor and major incidents and turned in to the Division Coordinator. Records and documents should be kept for at least four years. Divisions and employees are protected by carefully documented proof of techniques used to report and care for accidents, injuries, and incidents.
7. Incident/Accident Identification:

An important step in the risk management process is to identify all potential losses facing each division. It is the responsibility of each division manager to remain vigilant in identifying these areas and communicating this information to the Risk Management Committee along with any maintenance staff who can correct these problems.

Common areas of concern include:

 - Potential loss of income/property due to theft, accident, disaster
 - Maintenance of equipment and facilities
 - Regular inspections of facilities
 - Signage, “at risk”, rules, etc
 - Employee screening
 - Staff and volunteer training
 - Special event and program planning, traffic flow? alcohol?
 - Detailed, signed rental and usage agreements
 - Would you feel safe if your children were participating?
8. Incident/Accident Control:

It is the responsibility of each Division Coordinator to eliminate or reduce potential risks. Elimination of the risk is the primary goal. If risk cannot be eliminated the next choice is to attempt to reduce the risk.
9. Incident/Accident Accounting:

Division Coordinators must obtain a completed incident/accident report for each occurrence. All incident/accident reports will be submitted to the Director immediately. The Director will review the reports and determine if anything can be done in order to reduce or eliminate the possibility of reoccurrence.
10. Crisis Management:

- a. Severe Weather, Tornado Warning:
 - Staff and guests that are on site will move to an area away from windows in an interior room, such as the restroom, office, or basement if available.
 - In the case of lightening, we strongly encourage people outside to come inside until the storm passes.
 - Should the facilities be closed and/or programs be cancelled due to inclement weather (determination made by the Parks and Recreation Director) all staff are to be notified as soon as possible. All efforts should be made to inform guests and parents, whether through postings, phone calls, or media announcements.
 - Participants will not be transported during a severe weather warning. Trip decisions will be made based on particular conditions.
 - Should severe weather develop while on a trip or being transported, staff and drivers will take the participants to the nearest area of safety. Staff will contact the Parks and Recreation Director as soon as possible.
- b. Fire:
 - When the fire alarm sounds or fire/smoke is spotted, staff is to immediately call 911.
 - Staff is to have participants exit the facility using the nearest exit. They are to gather in the parking lot, well away from buildings.
- c. Power Failure:
 - The facilities are equipped with emergency back-up lighting systems, however, some of these areas will still be too dark for guests to be in.
 - If the power is off for an extended period of time, turn off nonessential items, such as lights in unoccupied rooms until the power comes back on.
 - If the power is off for an extended period of time, contact the Parks and Recreation Director.
- d. Missing Child:

If a child that is attending or enrolled in a program/event is determined to be missing:

 - Staff is to immediately inform the program/event coordinator.
 - The building and the immediate area outside the building is to be searched thoroughly.
 - If the child is still not located, the coordinator will call the police department, the child's parent/emergency contact, and the Parks and Recreation Director.
 - After the City of Woodstock Police Department personnel arrive, all staff will follow the lead investigator's directions.

- All other children involved in an indoor program/event will be secured in the rooms until they are picked up by parents, unless otherwise directed.
- Staff is not permitted to release any information to the press, parents or guests unless directed to do so by the Parks and Recreation Director, Police Chief or City Manager.

VII. Finance and Fee/Cash Collection

Certain Divisions/Facilities take in money in cash or check form. It is the responsibility of each Division Coordinator to ensure that the proper handling of funds occurs. It is also the responsibility of the Division Coordinator to maintain adequate financial records and follow the City's financial guidelines.

- A. Each Division Coordinator will ensure that a cash report and funds are turned in daily or weekly, depending on the amounts of money taken in, to the Parks and Recreation Administrative Assistant or to the personnel in the Finance Department.
- B. Each Division Coordinator is responsible for reporting monthly revenues to the Administrative Assistant and yearly revenues to the Parks and Recreation Director during the annual budget review.
- C. All receipts for purchases are to be turned in to the Administrative Assistant on a daily basis.
- D. The City's purchasing procedures, such as obtaining a Purchase Order, are to be followed.
- E. Each Division Coordinator is responsible for staying within the budget.
- F. Budget requests are made on an annual basis and are turned in to the Department Director for review.

VIII. Gift/Donation Acceptance

Periodically, the City of Woodstock may receive gifts and/or donations from an individual or private entity to be used for the purchase of a specific item for use within the parks and recreation system.

- A. When a gift and/or donation is received, the funds will be "earmarked" for use only as prescribed by the donor.
- B. The City Council will have final approval to accept a gift if there is a question of whether or not it is in the best interest of the City to grant the donors request.

IX. Private/Corporate Sponsorships

The Parks and Recreation Director will pursue outside funding sources including program partners and sponsors to offset costs to the City residents.

X. Sustainability

A. Rain Barrels

1. Rain barrel used to water plants at the Senior Center

B. Recycling Bins

1. Bins located at all parks and facilities

C. Battery Collection

1. Year round collection at Magnolia Hall, William G. Long Senior Center, City Hall, Fire Department, and Woodstock Elementary

D. Cell Phone Collection

1. Year round collection at Magnolia Hall, William G. long Senior Center, and City Hall
2. Collected phones donated to Cell Phones for Soldiers

E. Events

1. Arbor Day

- a. 750 sapling giveaway
- b. Saplings available at Magnolia Hall, William G. Long Senior Center, City Hall, and Dean's Store
- c. City plants a tree for each employee who has celebrated their 20 year anniversary working for the City

2. Earth Day event promoting local sustainability efforts

3. Greenstock Day (recycling event)

- a. E-cycle collection
- b. Scrap Metal collection
- c. Paper shredding
- d. Compact fluorescent light bulb collection

STANDARD OPERATING PROCEDURES

I. Department Head Communications

In order to provide the highest quality recreation programs and facilities, the City of Woodstock Parks and Recreation Department has established standard operating procedures for communication among staff, Mayor and City Council, and Administration.

Regularly scheduled communications between the Parks and Recreation Director and the division coordinators helps provide synchronization between staff and provides a better end product for our citizens. The Parks and Recreation Director currently meets with division coordinators every Monday at 10:00 a.m. at Magnolia Hall. These meetings provide a time for each coordinator to discuss programs and issues that they are having at their facility and request help if needed from other Parks and Recreation Department staff. These meetings let the staff know what is scheduled in other divisions so they can have an overall picture of what is happening in the entire department. This also gives the Director a chance to have all of his staff in the same room at the same time to communicate any problems, issues, or topics that need to be addressed.

The City Manager holds a similar weekly meeting with department heads (Parks and Recreation, Police, Fire, Public Works, Finance, Community Development/Planning, and the City Clerk) to discuss what is happening in each city department. Each department head is given the opportunity to discuss what is happening in their department and request assistance from other departments if needed. This allows each department head to know what is happening within the entire city.

Department heads discuss issues with the Mayor and City Council through memo format via the City Manager. Issues that require full council approval or ones that require public input are placed on the agenda of a City Council meeting and discussed in an open/public forum. After discussion, the issue is voted on if needed. City Council meetings are advertised and open to the public for discussion.

II. Monitoring Fiscal Activity

Monitoring fiscal activity is a priority at the City of Woodstock. The Parks and Recreation Department has established standard operating procedures for fiscal activity within the agency.

Before any employee makes a purchase, he/she must first get a purchase order (PO) from the Purchasing Manager. Exceptions are purchases for general repairs and maintenance. These purchases are made from specific merchant that have open accounts with the City.

For purchases over the amount of \$1000, employees are required to prepare a purchase requisition before they get a PO. In the preparation of a purchase requisition, employees are required to obtain three estimates. Merchants submitting estimates must be given equal information. No preferential treatment is allowed.

Once a purchase is made, receipts must be turned in to the Director or Administrative Assistant in a timely fashion, preferably on the same day. As a minimum of once per week, the Administrative Assistant codes the purchases and submits the report to the Director to sign off on. The report is then passed on to the Purchasing Manager who verifies the purchases. The Finance Department then finalizes payment.

SEE CITY OF WOODSTOCK CODE OF ORDINANCE
CHAPTER 70, PURCHASING MANUAL
FOR ADDITIONAL INFORMATION

III. Requesting Public Safety Assistance During Special Events

Is it in the best interest of the City of Woodstock to host and promote special events throughout the calendar year for the benefit of the local residents as well as visitor's. The City realizes the positive impact that special events provide to the local economy and provides the public safety resources needed to support those events.

The following describes the steps used to secure public safety resources, such as staff and equipment, needed for the successful operation of special events.

The Parks and Recreation Director and/or Special Events Coordinator consults with the Police and Fire Chief (or their designee) during the initial event planning stage of the event to discuss possible event dates and confirm that there are no conflicting events scheduled on the proposed event date(s). Too many events scheduled during the same time frame may unnecessarily stretch existing public safety staff and negatively affect response times during an emergency.

After the initial contact has been made with the Police and Fire chiefs, staff will verbally request the number of police and/or fire department personnel and equipment needed for the successful operation of the special event. During the event if additional resources are required, the Parks and Recreation Director can request additional help as needed to insure the successful operation of the event.

This standard operating procedure was approved on _____ by The City Council:

Calvin Moss, Police Chief

Dave Soumas, Fire Chief

Preston Pooser CPRE, Parks and Recreation Director

IV. Coordinated Training Program

Is it in the best interest of the City of Woodstock to host and promote recreation programs and special events throughout the calendar year for the benefit of the local residents as well as visitors. The City realizes the positive impact that recreation programs and special events provide to the local economy and provides the public safety resources needed to support those events.

To help fulfill the Parks and Recreation Department's mission and to insure that all City agencies have the proper training in order to carry out their mission a Cooperative Training Program has been established by the Parks and Recreation Department, Police Department and Fire Department.

The City of Woodstock Parks and Recreation Director, Police Chief and Fire Chief and or their designees will coordinate an annual training program. This includes individual, group and or joint training programs and exercises.

This standard operating procedure was approved on August 15, 2013 by:

Calvin Moss, Police Chief

Dave Soumas, Fire Chief

Preston Pooser, Parks and Recreation Director

V. Defense Against Encroachment

The policies of the City of Woodstock Parks and Recreation Department do not allow unauthorized encroachment(s) onto park property, unless it is approved by the Woodstock Recreation Advisory Board and the City of Woodstock Mayor and City Council.

If an encroachment is requested, the application must be submitted to the City of Woodstock's Community Development Department, who will then review the application for all zoning and planning requirements, and then forward the application to the Woodstock Parks and Recreation Department. Our Department will then submit the item to the Woodstock Parks and Recreation Advisory Board for their review, vote, or to be sent back for further information or clarification. Upon approval by the Parks and Recreation Advisory Board, the request is then forwarded to the City Clerk by the Director of Woodstock Parks and Recreation Department, for consideration by the City of Woodstock Mayor and Council at the next available work session. Upon review at the work session, it may be forwarded to the monthly meeting of the Mayor and Council for action by vote.

PARKS AND RECREATION FEE POLICY

Magnolia Hall Rental Fees and Policies

Final fee determination will be made by City staff based on individual event requirements and then submitted to potential renter for final approval. An event will only be considered a confirmed booking once a contract has been signed by all parties and all deposits have been paid.

I. Non-profit Groups, 501 (c) 3 Organizations, Youth Group Meetings, etc.

This special rate applies **ONLY** to groups with a 501(c) 3 tax status, or groups sanctioned by the Cherokee County School system. Facility services will be restricted to providing a meeting space, tables, chairs, and an on-site staff member. Staffing is provided strictly for set-up, informational, or emergency purposes. These rates **ONLY** apply to informational meetings where **NO** food is served and no staffing is required.

Eligibility for this classification is solely determined at the discretion of City staff and can be revoked if at any time City staff determines that the classification no longer accurately applies to the renting organization or their activities. Available on a first come, first serve basis.

Available Monday-Thursday, 8:00 am - 10:00 pm

Hourly Rates:

Woodstock Non-Profits / Charitable Organizations:

Groups 25 or less \$15/hour, 2 hour minimum

Groups 50 or less \$25/hour, 2 hour minimum

Groups of 100 or less \$35/hour, 2 hour minimum

Outside Corporate Limits of Woodstock Non-Profits / Charitable Organizations:

Groups 25 or less \$30/hour, 2 hour minimum

Groups 50 or less \$50/hour, 2 hour minimum

Groups of 100 or less \$70/hour, 2 hour minimum

II. Daytime Meetings

Magnolia Hall is available during the week for daytime meetings and events.

Monday – Thursday, 8:00 am – 5:00 pm (2 hour minimum) at an hourly rate of \$25/hour.

Be sure to include any set-up or take-down time you may have of equipment, sound system, etc. Set up time beginning prior to 8:00 am will be charged at a rate of \$50/hour and take-down time after 5:00 pm will be charged at a rate of \$50/hour. The \$50.00 per hour rate only applies to the continuation of a daytime meeting that started prior to 5:00 pm.

III. Dinners / Weekend Lunches / Private Party Events

Magnolia Hall is available for these types of bookings on weekday nights, Saturdays before 11:00 pm (per staff approval), and any time on Sundays. Access to facility on weekdays begins at 8:00 am, subject to contractual scheduling. All evening events are to be concluded by 11:00 pm.

Be sure to include any extra hours in your count that you will need to decorate, set up cake, flowers, DJ, Band, etc. Otherwise all **must** be done during the one hour prior to the event start. No guests will be allowed in during the set up time.

City of Woodstock Residents:

Facility Attendant: \$50

Cleaning Fee: \$100

Hourly Rate: \$75/hr, hours rented for a fee must include one hour set-up and one hour take-down by facility staff

Four hour minimum (\$300) (4 hour rental, 2 hour event)

Pavilion & Grounds: Flat fee of an additional \$75, with building rental.

Non- City of Woodstock Residents:

Facility Attendant: \$50

Cleaning Fee: \$100

Hourly Rate: \$150/hr, hours rented for a fee must include one hour set-up and one hour take-down by facility staff
Four hour minimum (\$600) (4 hour rental, 2 hour event)

Pavilion & Grounds: Flat fee of an additional \$150, with building rental.

IV. Weddings

If you need a one hour rehearsal, an extra hour will be charges to your rental fee balance. Rehearsal must be completed in that one hour session, please be sure everyone arrives on time. The rehearsal must be scheduled for 6:00 pm or earlier. You are welcome to have the rehearsal outside at any time, but the facility and staff will not be accessible.

Facility is available for weddings on Saturdays starting at 9:00 am with all events concluding by 11:00 pm., per staff approval. Weddings may be held any time Sunday day or evening.

Be sure to include any extra hours in your count that you will need to decorate, set up cake, flowers, DJ, Band, etc. Otherwise all **must** be done during the *one hour prior* to the event start. No guests will be allowed in during the set up time. The Wedding Rate applies for weddings with, or without, a ceremony on site.

All events are to be concluded by 11:00 pm.

City of Woodstock Residents:

Facility Attendant: \$150

Cleaning Fee: \$200

Hourly Rate: \$75/hr, hours rented for a fee must include one hour set-up by facility staff prior to arrival of any member of wedding party, family or friend, and one hour take-down by facility staff after event has concluded.

Four hour minimum (\$300) (4 hour rental, 2 hour event)

Pavilion & Grounds: Flat fee of an additional \$75, with building rental.

Non-City of Woodstock Residents:

Facility Attendant: \$150

Cleaning Fee: \$200

Hourly Rate: \$150/hr, hours rented for a fee must include one hour set-up by facility staff prior to arrival of any member of wedding party, family or friend, and one hour take-down by facility staff after event has concluded.

Four hour minimum (\$600) (4 hour rental, 2 hour event)

Pavilion & Grounds: Flat fee of an additional \$150, with building rental.

V. For-Profit, Business / Corporate Usage

Magnolia Hall is available for these types of bookings on weekdays, Saturdays, and Sundays before 11:00 pm (per staff approval). Access to facility on weekdays begins at 8:00 am, subject to contractual scheduling. All evening events are to be concluded by 11:00 pm.

Any group using the facility in a for-profit capacity must submit a certificate of liability insurance.

City of Woodstock Businesses:

Facility Attendant: \$50

Cleaning Fee: \$80, if no meals are served,
\$100, if meals are served

Hourly Rate: \$75/hr, hours rented for a fee must include one hour set-up by facility staff prior to arrival of renter, and one hour take-down by facility staff after event has concluded

Four hour minimum (\$300) (4 hour rental, 2 hour event)

Pavilion & Grounds: Flat fee of an additional \$75, with building rental

Outside of Corporate Limits of the City of Woodstock Businesses:

Facility Attendant:	\$50
Cleaning Fee:	\$80, if no meals are served, \$100, if meals are served
Hourly Rate:	\$150/hr, hours rented for a fee must include one hour set-up by facility staff prior to arrival of renter, and one hour take-down by facility staff after event has concluded Four hour minimum (\$600) (4 hour rental, 2 hour event)
Pavilion & Grounds:	Flat fee of an additional \$150, with building rental

VI. Confirming and Retaining Your Booking

At the time of booking your event, a non-refundable Booking Deposit is due which will comprise half of the total facility rental fee. Full, final payment is due two weeks prior to event. No event will go forward without advance payment of all facility fees. If complete payment is not received by one week prior to the event, the booking will be considered cancelled and all contractual obligations for the City will be rendered null and void except that all fees received shall be retained by the City as consideration for booking the facility. Sorry, no regularly scheduled, weekend meetings or events available for booking.

VII. Refundable Security Deposit

A minimum Refundable Security Deposit of \$250 will be charged on all events. The City of Woodstock reserves the right to raise the refundable security deposit up to a maximum of \$1,500 at the discretion of the Parks and Recreation Director. The security deposit will be refunded 72 hours after completion of the event pending a full inspection of the facility.

A minimum Refundable Cleaning Deposit of \$250 will be charges on events having **food** where our exclusive caterer, Magnolia Thomas Catering, is not used. Cleaning deposit also charged when no catering service staff is on site. Facility must be left clean; failure will result in the loss of the client's cleaning deposit of \$250. The kitchen must be wiped clean, including the floors, and trash must be removed from the premises to the dumpster in the parking lot. Tables and floors must be free of trash, liquids, and food items. Any damage to the kitchen or other area of the facility due to caterer neglect will also result in the loss of the security deposit. Banquet tables will also be wiped clean. Cleaning and Security Deposits are not limited to these failures.

The cleaning fee included in your rental, covers the company that comes in to clean the room before and after your event and paper products used. The deposit is to ensure rooms are left clean and picked up.

VIII. Facility Catering Policy for All Events

The City of Woodstock's Magnolia Hall is a banquet facility open to the public for weddings, banquets, meetings, etc. It can seat up to 110 guests and offers an outdoor pavilion and gazebo for special events. We do not have a full service kitchen so most food will come from an outside source. Listed below is the catering policy for the facility.

All food and beverages provided through a catering service are to be contracted through a licensed and approved caterer as defined in the City of Woodstock Parks and Recreation Catering Policy. All food and beverage contracts are between the licensed and approved caterer and the renter. Contracts between the City of Woodstock and the renter are strictly for the use of the facility, and do not imply any commitment, menu, quality assurance, or fees for food and/or beverage. Wedding cakes may be purchased from an outside vendor.

- Friday, Saturday, and Sunday Events:

The City of Woodstock's Magnolia Hall will have an exclusive caterer for events held on a Friday, Saturday, or Sunday. The exclusive caterer for these events is Magnolia Thomas Catering which is located right next door to Magnolia Hall. They are a full service caterer with extensive event experience here at the facility. Any exceptions from the exclusive caterer for Friday-Sunday events shall require the prior approval of the City of Woodstock Parks and Recreation Department Director.

- Mondays through Thursdays:

Events held on Mondays through Thursdays will have the opportunity to hire an outside caterer for their food service needs. With prior approval of the Director, other arrangements for the service of food may be allowed. All caterers and other food must be pre-approved by the City of Woodstock Parks and Recreation Department Director prior to the event. Outside caterers will be required to sign a release of claims form prior to use of the facility.

Outside caterers must adhere to the following requirements:

- Must have a Business License issued by the City of Woodstock.
- Business must be in the city limits of Woodstock (must be on city tax roll, not all Woodstock addresses qualify).
- Must have a Cherokee County Environmental Health Department Inspection Score of 80 or better.

- Must be approved by the City of Woodstock Parks and Recreation Department in order to participate.
- Must have an Alcohol License in order to serve alcohol at Magnolia Hall.
- \$ 1 million dollar liability insurance policy naming the City of Woodstock as additionally insured.
- Facility must be left clean; failure will result in the loss of the client's cleaning deposit of \$250.00. The kitchen must be wiped clean, including the floors, and trash removed from the premises to the dumpster in the parking lot. Floors must be kept free of trash and large food items. Any damage to kitchen or other area of the facility due to caterer neglect will also result in the loss of the cleaning deposit and, in some cases, the client's security deposit. Banquet tables will also be wiped clean. Cleaning and Security Deposits are not limited to these failures.

IX. Alcohol Policy

Alcoholic beverages are allowed at Magnolia Hall events with the following stipulations:

- Events where alcohol is served may (at the discretion of the Parks and Recreation Director) require the presence of one or more police officers. The fee for each officer (if deemed necessary) is \$40.00 per hour.
- All alcoholic beverages are to be purchased through a licensed and approved caterer.
- All alcoholic beverages are to be exclusively served by a licensed and approved catering staff member.
- The City of Woodstock and its licensed and approved caterers reserve the right to refuse alcoholic service to anyone underage, anyone appearing to be underage who does not possess legal identification proving age, or anyone who in the judgment of staff or police appears to be intoxicated.
- All alcoholic beverage service will be ceased one hour prior to the conclusion of the event.

X. Facility Attendant

The Facility Attendant is provided strictly for set-up, informational, or emergency purposes. They are not Wedding Planners or Coordinators and should not be assumed to be as such. The responsibility of running the event falls solely on the Lessee. The rental fees cover the usage of the facility only.

The Chambers at City Center Rental Fees and Policies

I. Non-profit Groups, 501 (c) 3 Organizations, Youth Group Meetings, Home Owners Associations, Public Hearings required by the City of Woodstock, etc.

This special rate applies ONLY to groups with a 501(c) 3 tax status, or groups sanctioned by the Cherokee County School system. Facility services will be restricted to providing a meeting space, tables, chairs, and an on-site staff member. Staffing is provided strictly for set-up, informational, or emergency purposes. These rates ONLY apply to informational meetings where NO food is served and no staffing is required.

Eligibility for this classification is solely determined at the discretion of City staff and can be revoked if at any time City staff determines that the classification no longer accurately applies to the renting organization or their activities. Available on a first come, first serve basis.

Available Monday-Thursday, 8:00 am - 10:00 pm

Hourly Rates: Standard Set Up Only

Woodstock Non-Profits / Charitable Organizations:

Groups 25 or less	\$15/hour, 2 hour minimum
Groups 50 or less	\$25/hour, 2 hour minimum
Groups of 100 or less	\$35/hour, 2 hour minimum

Outside Corporate Limits of Woodstock Non-Profits / Charitable Organizations:

Groups 25 or less	\$50/hour, 2 hour minimum
Groups 50 or less	\$75/hour, 2 hour minimum
Groups of 100 or less	\$100/hour, 2 hour minimum

II. Dinners/Weekend Lunches/Private Party Events

The Chambers at City Center is available for these types of bookings between the hours of 8:00 am and 11:00 pm.

City of Woodstock Residents:

Facility Attendant: \$100

Cleaning Fee: \$200

Banquet St Up Fee: \$150

Dais Removal (optional) Fee: \$50

Hourly Rate: \$100/hr, hours rented must include one hour set-up by facility staff prior to arrival of any guests, and one hour take-down by facility staff.

Four hour minimum (\$400) (4 hour rental, 2 hour event)

Non- City of Woodstock Residents:

Facility Attendant: \$100

Cleaning Fee: \$200

Banquet Set Up Fee: \$150

Dais Removal (optional) Fee: \$50

Hourly Rate: \$250/hr, hours rented must include one hour set-up by facility staff prior to arrival of any guests, and one hour take-down by facility staff.

Four hour minimum (\$1,000) (4 hour rental, 2 hour event)

III. Weddings

Facility is available for wedding rehearsal dinner rentals any night of the week at the dinner rate.

Facility is available for weddings starting at 8:00 am with all events concluding by 11:00 pm, per staff approval.

City of Woodstock Residents:

Facility Attendant: \$150

Cleaning Fee: \$200

Banquet Set Up Fee: \$150

Dais Removal (optional) Fee: \$50

Hourly Rate: \$150/hr, hours rented must include one hour set-up by facility staff prior to arrival of any member of wedding party, family or friend, and one hour take-down by staff after event has concluded.

Four hour minimum (\$600) (4 hour rental, 2 hour event)

Non-City of Woodstock Residents:

Facility Attendant: \$150

Cleaning Fee: \$200

Banquet Set Up Fee: \$150

Dais Removal (optional) Fee: \$50

Hourly Rate: \$300/hr, hours rented must include one hour set-up by facility staff prior to arrival of any member of wedding party, family or friend, and one hour take-down by staff after event has concluded.

Four hour minimum (\$1,200) (4 hour rental, 2 hour event)

IV. For-Profit, Business / Corporate Usage

The Chambers at City Center is available for these types of bookings between the hours of 8:00 am and 11:00 pm. Any group using the facility in a for-profit capacity must submit a certificate of liability insurance.

City of Woodstock Businesses:

Facility Attendant: \$100

Cleaning Fee: \$100, if no meals are served
\$200, if meals are served

Set Up Fees:

Standard No extra charge

Banquet \$150

U-Shaped \$200

Dais Removal (optional) Fee: \$50

Hourly Rate: \$100/hr, hours rented must include one hour set-up by facility staff prior to arrival of any guests, and one hour take-down by facility staff after event has concluded.

Four hour minimum (\$400) (4 hour rental, 2 hour event)

Outside of Corporate Limits of the City of Woodstock Businesses:

Facility Attendant: \$100

Cleaning Fee: \$100, if no meals are served
\$200, if meals are served

Set Up Fees:

Standard No extra charge

Banquet \$150

U-Shaped \$200

Dais Removal (optional) Fee: \$50

Hourly Rate: \$300/hr, hours rented must include one hour set-up

by facility staff prior to arrival any guests, and one hour take-down by facility staff after event has concluded.

Four hour minimum (\$1,200) (4 hour rental, 2 hour event)

V. Confirming and Retaining Your Booking

At the time of booking your event, a non-refundable Booking Deposit is due which will comprise half of the total facility rental fee. Full, final payment is due two weeks prior to event. No event will go forward without advance payment of all facility fees. If complete payment is not received two weeks prior to the event, the booking will be considered cancelled and all contractual obligations for the City will be rendered null and void except that all fees received shall be retained by the City as consideration for booking the facility. Sorry, no regularly scheduled, weekend meetings or events available for booking.

VI. Refundable Security Deposit

A minimum Refundable Security Deposit of \$250 will be charged on all events. The City of Woodstock reserves the right to raise the refundable security deposit up to a maximum of \$1,500 at the discretion of the Parks and Recreation Director. The security deposit will be refunded 72 hours after completion of the event pending a full inspection of the facility.

A minimum Refundable Cleaning Deposit of \$250 will be charges on events having **food**. Facility must be left clean; failure will result in the loss of the client's cleaning deposit of \$250. Trash must be removed from the premises to the dumpster in the parking lot. Tables and floors must be free of trash, liquids, and food items. Any damage to the facility due to neglect will also result in the loss of the security deposit. Cleaning and Security Deposits are not limited to these failures.

The cleaning fee included in your rental, covers the company that comes in to clean the room before and after your event and paper products used. The deposit is to ensure rooms are left clean and picked up.

VII. Facility Catering Policy for All Events

The City of Woodstock's Chambers at City Center is a facility open to the public for weddings, banquets, meetings, etc. It can seat up to 100 guests. We do not have a kitchen, sink, water access, refrigerator, or food prep area, so food must come from an outside source. Listed below is the catering policy for the facility.

All food and beverages provided through a catering service are to be contracted through a licensed and approved caterer as defined in the City of Woodstock Parks and Recreation Catering Policy. All food and beverage contracts are between the licensed and approved caterer and the renter. Contracts between the City of Woodstock and the renter are strictly for the use of the facility, and do not imply any commitment, menu, quality assurance, or fees for food and/or beverage.

Caterers must adhere to the following requirements:

- Must have a Business License issued by the City of Woodstock.
- Business must be in the city limits of Woodstock (address must be on city tax roll, not all Woodstock addresses qualify).
- Must have a Cherokee County Environmental Health Department Inspection Score of 80 or better.
- Must have an Alcohol License in order to serve alcohol at The Chambers at City Center.
- Must sign a Release of Claims form prior to use of the facility.
- All caterers must be pre-approved by the City of Woodstock Parks and Recreation Department Director prior to the event.
- \$1 million dollar liability insurance policy naming the City of Woodstock on the policy as additional insured.
- Facility must be left clean; failure will result in the loss of the client's cleaning deposit of \$250. Trash must be removed from the premises to the dumpster in the parking lot. Tables and floors must be kept free of trash, liquids, and food items. Any damage to the facility due to caterer neglect will also result in the loss of the cleaning deposit and, in some cases, the client's security deposit. Cleaning and Security Deposits are not limited to these failures.

VIII. Alcohol Policy

Alcoholic beverages are allowed at The Chambers at City Center events with the following stipulations:

- Events where alcohol is served may (at the discretion of the Parks and Recreation Director) require the presence of one or more police officers. The fee for each officer (if deemed necessary) is \$40.00 per hour.
- All alcoholic beverages are to be purchased through a licensed and approved caterer.
- All alcoholic beverages are to be exclusively served by a licensed and approved catering staff member.
- The City of Woodstock and its licensed and approved caterers reserve the right to refuse alcoholic service to anyone underage, anyone appearing to be underage who does not possess legal identification proving age, or anyone who in the judgment of staff or police appears to be intoxicated.
- All alcoholic beverage service will be ceased one hour prior to the conclusion of the event.

IX. Facility Attendant

The Facility Attendant is provided strictly for set-up, informational, or emergency purposes. They are not Wedding Planners or Coordinators and should not be assumed to be as such. The responsibility of running the event falls solely on the Lessee. The rental fees cover the usage of the facility only.

Park/Gazebo Fees & Reservation Guidelines

ALL CANCELLATIONS MUST BE RECEIVED 24 HOURS IN ADVANCE IN ORDER TO RECEIVE REFUND ON RESERVATION FEE/SECURITY DEPOSIT

- The City Park is a public place, and as such, remains open to the citizens. You may not bar anyone from using the City Park while you occupy the gazebo.
- A City of Woodstock Special Event Permit is *required* when renting the park for groups of 50 or more. There may be a fee of \$75.00-\$150.00 for this permit. The application is included with this packet.
- City Park hours of operation are 6am to 11pm. (No exceptions)
- Alcoholic beverages are PROHIBITED in the City Park.
- No loud music may be played, such that it violates the City's Noise Ordinance.
- Sitting on the rails of the Gazebo and/or sitting/standing around the fountain wall is prohibited. Horseplay in the Park is prohibited. *Dismantling of the Gazebo in any way is prohibited.*
- The City of Woodstock reserves the right to cancel any scheduled activity in the City Park/Gazebo.
- The responsible Party/Organization shall be responsible for damage incurred to the facility, while in use by the Responsible Parties/Organizations. Any breakage or damage to the Facility must be reported. **NO** Vehicles, ATV's, etc. allowed on park grounds.
- The City Park/Gazebo must be restored to its original state prior to occupancy. All decorations must be removed before leaving the premises. No staples or nails allowed on the Gazebo.
- Responsible Parties/Organizations conducting Festivities at the City Park/ Gazebo must have sufficient number of adults present to supervise all scheduled activities from the time participants arrive until each participant has left the premises.
- Depending on the type and size of event, you may be required to hire, at your expense, City of Woodstock police officers for security detail. Their fee is \$40.00 per hour.
- Instruct your guests to use the public parking area behind Woodstock Community Church. Please be considerate of the merchants near the park.

- Responsible Parties/Organizations are responsible for providing and removing trash dumpsters. No City staff will be provided to pick up trash or empty trash cans. It is the renter's responsibility to leave the Park in the same condition it was found.
- Portable bathroom facilities may be required at City of Woodstock's determination. The renting Party/Organization is responsible for providing and removing these units after their event. **Do not allow your guests to use the restrooms of any adjacent business, as they are reserved for their customers ONLY.**
- If any of these guidelines are violated; The City of Woodstock, Georgia reserves the right to keep all or a portion of the paid Security Deposit, depending on the severity of the violation.

City of Woodstock Residents:

Friday, Saturday, or Sunday	\$150.00
Monday- Thursday	\$100.00
Security Deposit	\$250.00

Non-City of Woodstock Residents:

Friday, Saturday, or Sunday	\$200.00
Monday – Thursday	\$150.00
Security Deposit	\$250.00

Non-profit Groups, 501 (c) 3 Organizations - No Charge, except for Security Deposit

Security Deposit: 0-100 guests **\$100.00**

101 to 200 guests **\$200.00**

Over 200 Participants **\$300.00**

Non-Profit Tax ID# _____ 501(c) 3 Tax Exempt Status

All festivals are required to pay a \$300.00 SECURITY DEPOSIT

Vendor Fees (Events)

Special Event (Non-Food) Vendor Fees

(*Add \$25 for electricity usage – 110 outlet)

10 X 10 Space Per Event

Woodstock Resident (on city tax roll)	\$ 25
Non-Woodstock Resident	\$ 75
Woodstock Business Owner (has Woodstock Occupational License)	\$ 50
Non-Woodstock Business Owner	\$ 125
Woodstock Non-Profit / Charitable Organization Registered 501(C) 3	\$ 0
Outside of Corporate Limits of Woodstock Non-Profit / Charitable Organization Registered 501(C) 3	\$ 75

***All electricity requests are not guaranteed, and must be approved prior to the event.**

***There is no water available on site.**

Special Event (Food) Vendor Fees

(*Includes electricity if needed – 110 outlet)

10 X 10 Space Per Event

Woodstock Resident (on city tax roll)	\$ 50
Non-Woodstock Resident	\$ 100

Woodstock Business Owner (has Woodstock Occupational License)	\$ 75
Non-Woodstock Business Owner	\$ 150
Woodstock Non-Profit / Charitable Organization	\$ 0
Registered 501(C) 3 / 501(C) 6	
Outside of Corporate Limits of Woodstock Non-Profit / Charitable Organization	\$ 100
Registered 501(C) 3 / 501(C) 6	

***All electricity requests are not guaranteed, and must be approved prior to the event.**

***There is no water available on site.**

William G. Long Senior Center

Annual Membership Dues

\$15.00 (City of Woodstock Residents)

\$20.00 (Non-City of Woodstock Residents)

Program fees vary. Trips and outside event fees and charges are passed on to the participant. If City owned transportation is used, all related costs are passed on to the participant.

Refer to: Senior Center Policies and Procedures Manual for More Information.

Community Garden Fees

Small Plot 10'X10' \$15

Large Plot 20'X20' \$25