

Frequently Asked Questions for Campbell Community Center Room Rentals:

Thank you for your interest in renting space at the Campbell Community Center. Please use this list of Frequently Asked Questions along with our Building Use Policy and Website to answer your questions before you submit your request or if you have any questions.

Are tables and chairs included in the rental cost? Yes, all the rooms include tables and chairs, and our staff will set them up to your specification prior to your arrival.

How does decorating and cleaning up work? The time you rent needs to **include** your set up/decorating time and clean-up time. When you arrive for your rental the tables and chairs will be in place, plan to begin your rental at the **time you want access to the room**. Cleaning up means make sure all trash is in the trash containers, take all decorations, food, and guests out of the space, in other words leave it like you found it.

How do I find room capacity? Please visit our website at www.campbellca.gov/rentals then look at our different meeting room and banquet spaces. On each page there are photos, capacities, hourly fees and additional fees (deposits, processing fees etc.) You can also find this information in the Building Use Policy which is also on this webpage.

What's the hourly rate? Please visit our website at www.campbellca.gov/rentals then look at our different meeting room and banquet spaces. On each page there are photos, capacities, hourly fees and additional fees (deposits, processing fees etc.) You can also find this information in the Building Use Policy which is also on this webpage.

I'm interested in renting a space, what's next? If you've reviewed the information online, you will find the link to check room availability and submit your reservation request. There is no fee to submit a request. Go to www.campbellca.gov/rentals and there are links on the right side of the page or on each of the individual room pages.

1. Create an account: at <https://secure.rec1.com/CA/campbell-ca/catalog>
2. Find the pink tab that is labelled "CCC Room Rentals"
3. Select the room you are interested in
4. Select the date you are interested in on the calendar
 - a. Once you've selected a date, you will see the available times on the right side of the screen.
5. Use the drop-down menu to select the time you desire to reserve (PLEASE NOTE: You need to include any set-up and clean-up time)
6. Add to your cart and proceed to check out.
7. Answer the questions when prompted, sign waivers and complete the transaction.

I've submitted my reservation request, now what? Please provide us 1-3 business days to respond to your request. We will contact you via email to make an appointment to view the space and provide you with an estimate after your viewing appointment is made.

How old do I need to be to rent a room? You must be 18 year or older to reserve a space.

Can I come in person to request a space? Our offices are currently closed to the public. We ask that you make your reservation requests online (desktop is preferred, but it can be done on a mobile device – if using a mobile device, we recommend that you select the menu button and choose view desktop version for the best performance).

Can I see the room before I submit a request? Tours are by appointment only and are only arranged **AFTER** an online reservation has been made. There is no fee or obligation to submit a request online.

Do I need insurance to rent a space? Insurance is required for gymnasium and dance studios only. Banquet spaces do not require insurance.

Is alcohol allowed? Beer, Wine and Champagne only absolutely NO hard liquor. Alcohol is not allowed for events honoring youth (for example: 1st birthday party, Sweet Sixteen, Quinceaneras, Bar/Bat Mitzvahs, etc.) If you are hosting an event for a minor and alcohol is found to be present, your gathering will be shut down immediately and all fees including your damage deposit will be forfeited.

Are there staff on-site during our event? A building attendant will be present during the duration of your event. They will provide you a phone number to reach them if something is needed. They will check in with your event periodically to ensure policies are being followed.

What time is the latest we can rent? The latest you can rent on Fridays and Saturday is Midnight; Sunday-Thursday is 10pm. PLEASE NOTE: your gathering must be cleaned up and out of the space by Midnight or 10pm if a weeknight. Gatherings should never end at closing time. If you go past closing time you will be charged 1 ½ times the hourly rate for the space.

When is payment due? Full payment (hourly rate, deposits, and processing fees) is due once the estimate is approved. Your rental space is not reserved until full payment is received. Once you submit your reservation request you should expect to make full payment in the next 7 days.

Are Decorations allowed? We do not allow confetti, glitter, open flames, or fog or smoke machines in our buildings. In addition, you may not tack, nail, or otherwise attach anything to our walls. Free standing decorations are allowed.

Do you have a preferred caterer list? We do not have a required caterer, outside catering is allowed

Does the facility have parking? There is free parking at the Campbell Community Center

Is smoking allowed? Smoking is not allowed in any rooms or on any portion of the Campbell Community Center property including the parking lot.

How do you know how we want the room set-up? We provide you with a blank diagram of the space and as you to specify where you want tables and chairs placed. There is no need to specify every table placement unless you require that precision. Please indicate if you need any open space on the floor (dancing) and where food/drink/cake/gift tables should be placed and be sure to update us with your number of guests. Your room set-up is due back to us 2-weeks prior to your event and can be emailed to recreation@campbellca.gov

What are the COVID Restrictions? We are strictly following guidelines from the State and Santa Clara County Public Health Departments. Any guidance/restrictions that are in place by the State and County Health Departments will be required at our facility. Changes to policies and restrictions will be communicated to the permit holder prior to event date. Failure to follow any of our policies could result in immediate cancellation of your event, loss of the refundable damage deposit and suspension of future rentals. For the most recent information regarding Covid-19 visit www.sccphd.org/covid19

What is the size of the tables?

Orchard City Banquet Hall (OCBH) & Roosevelt Redwood Room (Q80) have the following available:

- 5-foot round tables (Seat 8 comfortably)
- Long Banquet tables that are 8-feet (seat 8, 4 on each side) and 12-feet (seat 12, 6 on each side) in length and about 3-feet wide

All other rooms Multi-Purpose Room (M50), Mary Campbell Room (Q84) and Board Room (E42) have only the long banquet tables

- 8-feet (seat 8, 4 on each side) or 12-feet (seat 12, 6 on each side) in length and 3-feet wide