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# FACILITY REGULATIONS

## Norman P. Murray Community & Senior Center

24932 Veterans Way  
Mission Viejo, CA 92692  
[www.cityofmissionviejo.org](http://www.cityofmissionviejo.org)

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### TELEPHONE NUMBERS

(949) 470-3035 Facility Reservations  
(949) 470-3062 Center Telephone  
(949) 855-6932 Fax

### FACILITY RENTAL HOURS

8:00 AM - 11:00 PM Monday - Saturday  
12:00 PM - 8:00 PM Sunday

## 1. GENERAL POLICIES

THE NORMAN P. MURRAY COMMUNITY AND SENIOR CENTER OPERATES UNDER THE JURISDICTION OF THE CITY OF MISSION VIEJO AND IS INTENDED PRIMARILY FOR SOCIAL, CULTURAL, EDUCATIONAL, PHILANTHROPIC AND RECREATIONAL PROGRAMS THAT BENEFIT THE COMMUNITY. INDIVIDUALS, COMMUNITY AND BUSINESS ORGANIZATIONS, ARE PERMITTED AND ENCOURAGED TO USE THE CENTER, WHICH IS AVAILABLE ON A RESERVATION BASIS.

- a. Facility reservations are booked up to **one year** in advance.
- b. Organizations conducting business meetings, recreational and/or educational instruction may submit a single request for twelve (12) months of continuous use.
- c. No permanent rental or assignment of the facility shall be made to any individual or organization.
- d. City-sponsored or co-sponsored uses shall have precedence over all other users. In the event of scheduling conflict, the Recreation and Community Services Director, or designee, reserves the right to reschedule any user or group. Scheduling of the reserved uses and contractual recreational programs will be carried out at the discretion of the Recreation and Community Services Director or designee in a fair and equitable manner, to serve the recreational, social, cultural, educational, and/or the philanthropic needs of the public.
- e. The City shall have the right to cancel events, programs, reservations, or other services to ensure the safety of the community and patrons at any time up to and including the day of the scheduled event, reservation, program or other service. Reasons for such cancellation include but are not limited to any unforeseen circumstances such as maintenance, emergencies, closures due to state or county order, and public health emergencies including disease outbreaks, epidemics, pandemics or the like.

- f. Facility is available for fundraising events that are conducted for municipal recreation and park improvements, charitable purposes, or for social betterment by local, non-profit organizations.
- g. Local organizations may schedule political forums open to all candidates upon approval of written request. The Center may not be used for political campaigning or political fundraising.
- h. Elected officials presenting an issue that is of importance to their constituency must submit a written request for approval to the City Manager or designee. An issues forum may not be conducted sixty (60) days prior to any given election.
- i. Permits will only be issued to persons 21 years of age and older. The person signing the permit **must be present at the event**. A picture I.D. may be required to verify age and/or residency. All correspondence and communication will be sent to the individual and address listed on the permit.
- j. Activities involving youth (under 21) must have not less than a 1:10 adult-to-youth ratio. The City may request a list of chaperones.
- k. City staff reserves the right to full access and inspection of all facility reservation areas at any time.
- l. The City is not and shall not be held responsible for the loss, damage, or theft of equipment or articles owned or controlled by facility users.
- m. The City reserves the right to require and pre-approve security measures and personnel for any event or activity. See Section 7.
- n. The City shall not accept any legal responsibility for any act or incident arising from use of its property or equipment by any organization or group.
- o. In the City's sole discretion, depending on the nature of the event, additional approvals from other City departments may be required. The City may also require the user to provide a duplicate policy of insurance naming the City as additional insured. Depending on the nature of the rental, the amount of coverage will be determined by the City. Insurance requirements must be submitted fourteen (14) calendar days prior to scheduled use.
- p. If insurance is purchased through the City, the amount paid to purchase special event insurance is non-refundable. In the case that the event is cancelled prior to the event date, the amount paid for insurance will only be refunded if the insurance company has not yet processed the insurance certificate.
- q. Staff reserves the right to monitor, regulate and/or terminate the volume of amplified sound as to not disrupt other rental groups or residents. Rental groups shall be respectful of this requirement or the rental permit may/shall be terminated and group asked to vacate the premises.
- r. Staff is **not** authorized to sign for or accept any deliveries. All deliveries must be accepted by someone involved with the activity within their reserved time.

- s. Interpretation and application of these regulations or other requests which are not specifically addressed in this document may be approved at the sole discretion of the Recreation and Community Services Director or designee.
- t. Staff can suspend and/or terminate the use of facility to those groups or individuals not complying with established policies and procedures.
- u. Other rentals and/or activities may be scheduled concurrently with permittee's rental.

## **2. FACILITY PERMITS**

Permits are issued in accordance with approved City Council Policy. Submission of permit application does not constitute approval.

- a. All permit applications must be on official forms provided by the Recreation and Community Services Department. Applications must be received a minimum of fourteen (14) calendar days prior to the requested date. Proof of residency may be required. Facility usage is not approved until a permit is issued.
- b. **The facility deposit and half the total rental fee must be paid at the time of facility usage approval, (see Table I.)** A single facility deposit may be held by the City for ongoing usage. Facility fees must be paid, in full, fourteen (14) days prior to the use of the facility, or at the time the permit is issued.
- c. Decorating and clean-up must be done within the hours of use stated on the permit. Set-up plans must be submitted fourteen (14) days prior to the event. Personal possessions, equipment, etc. must be removed from the facility at the conclusion of the rental.
- d. The facility must be cleaned and returned to the condition found at the beginning of usage. If the group fails to do so, the actual cleaning costs will be deducted from the facility deposit. If the cost exceeds the deposit paid, the balance of costs will be billed to user. If excessive clean-up is required due to alcohol consumption, additional cleaning fees may apply.
- e. Failure to abide by stated times on the permit will result in **double facility fees** per hour as acknowledged by permittee initialing the facility use check list.
- f. Any person or group causing property or equipment damage will be required to pay for same (based on current cost of repair or replacement). Until payment is received, the City shall have the right to cancel the group's permit and reject future applications.
- g. Should rental equipment malfunction during usage, staff will attempt to repair or provide replacement, if available.
- h. If applicant must cancel facility use, refunds will be processed according to the **Cancellation Refund Schedule (See Table II)**. Cancellations must be submitted in writing by the applicant. Refunds will be mailed to address on the applicant's payment (which should be the same as the permit).
- i. Only the Applicant noted on the facility permit may make changes to the permit.

### **3. CLASSIFICATIONS**

**GROUP 1      CITY-SPONSORED OR CO-SPONSORED**

All (official) City of Mission Viejo initiated, conducted, or co-sponsored activities and agencies with a reciprocal use agreement and governmental agencies serving Mission Viejo residents.)

**GROUP 2      RESIDENT NON-PROFIT ORGANIZATION**

Resident Non-profit organizations conducting social, cultural, educational or recreational activities are considered in this group.

**GROUP 3      RESIDENT PRIVATE PARTY**

Residents requesting facility use for a private party.

**GROUP 4      NON-RESIDENT NON-PROFIT ORGANIZATION**

Non-resident Non-profit organizations conducting social, cultural, educational or recreational activities are considered in this group.

**GROUP 5      NON-RESIDENT PRIVATE PARTY**

Non-residents requesting use for a private party.

**GROUP 6      BUSINESS / COMMERCIAL**

Business and/or commercial groups requesting rental of facility.

**SPECIAL NOTE:      Group 2 & 4 Users:**

- 1) All non-profit organizations requesting Group Classification 2 and 4 will be asked to submit proof of non-profit status (federal and/or state tax exemption determination letter required). To qualify for non-profit status, an organization must be organized and operated for the purpose described in the Revenue & Tax Code Sections (23701a-23701z).
- 2) If a dispute of an agency's non-profit status arises, an applicable section (description) from the Internal Revenue Code 501 C (3) will be the final determination on whether the group qualifies as non-profit

**Table I: HOURLY RENTAL RATES**

Room	Sq. Feet	Group 1 City or Co-Sponsored	Group 2 Mission Viejo / Non-Profit	Group 3 Resident / Private Party	Group 4 Non-Mission Viejo/ Non-Profit Org.	Group 5 Non-Resident / Private	Group 6 Business/ Commercial	Facility Deposit	Banquet Seats	Theatre Seats
Sycamore A (w/Stage)	2800	\$0	\$84	\$105	\$110	\$198	\$294	\$150	160*	210
Sycamore B	2200	\$0	\$54	\$69	\$71	\$132	\$198	\$150	160*	210
Sycamore A & B	5000	\$0	\$138	\$174	\$180	\$264	\$390	\$300	320*	420
Catering Kitchen	600	\$0	\$30	\$35	\$39	\$60	\$93	\$50	N/A	N/A
Jacaranda A	750	\$0	\$44	\$55	\$62	\$99	\$148	\$50	48*	65
Jacaranda B	750	\$0	\$44	\$55	\$62	\$99	\$148	\$50	48*	65
Jacaranda A & B	1500	\$0	\$88	\$112	\$125	\$198	\$296	\$100	96*	130
Lavender	350	\$0	\$27	\$35	\$39	\$60	\$93	\$25	28**	25
Juniper A ***	500	\$0	\$17	\$21	\$24	\$44	\$60	\$25	36	35
Juniper B	500	\$0	\$17	\$21	\$24	\$44	\$60	\$25	36	35
Juniper A & B	1000	\$0	\$33	\$42	\$47	\$8	\$120	\$50	72**	70
Lantana	350	\$0	\$17	\$21	\$24	\$44	\$60	\$25	25**	25
Palo Verde with Kitchen	2000	\$0	\$44	\$55	\$62	\$99	\$148	\$100	144*	150
Hibiscus A	350	\$0	\$17	\$21	\$24	\$44	\$60	\$25	26**	26
Hibiscus B	350	\$0	\$17	\$21	\$24	\$44	\$60	\$25	26	26
Hibiscus A & B	700	\$0	\$33	\$41	\$47	\$88	\$120	\$50	50	50
Orchard Terrace	2500	\$0	\$27	\$35	\$39	\$50	\$77	\$50	95	N/A
Creekside Terrace	2000	\$0	\$22	\$27	\$31	\$44	\$60	\$50	75	N/A
Creekside Overlook	200	\$0	\$12	\$14	\$16	\$22	\$38	\$25	N/A	27

Room capacities are estimates only: \* 60" round tables - 8 chairs per table \*\* 6' rectangle tables - 6 chairs per table  
\*\*\* Equipped with an assistive listening Loop System

**Special Notes:**

- a. **Two (2) hour minimum** rental.
- b. Facility fees will **not** be prorated for less than one hour.
- c. Fees and policies are subject to change per administrative action.
- d. There is a **\$30.00 setup/teardown** fee for any special setup inside the Center.
- e. There is an optional **\$150.00 room cleaning fee**.
- f. Piano rental **\$200**

**Table II: CANCELLATION REFUND\***

WRITTEN CANCELLATION NOTICE	FACILITY DEPOSIT REFUND	FACILITY FEE REFUND*
30 Days +	100%	100% less \$15.00 processing fee
29 Days - 15 Days	100%	50% less \$15.00 processing fee
14 Days or Less	100%	0%

\*Less any costs incurred for insurance/security guard services

**5. FACILITY USE**

- a. **No smoking** is allowed in the facility or within 20 feet of building doorways. The patios outside the building may be used for a smoking area subject to City’s prior approval if proper distances are observed. Please use cigarette urns provided.
- b. The Community and Senior Center cannot be reserved or rented for the purpose of conducting any game, gaming or gambling whether with cards, dice or any other device where money, goods or services are exchanged for a game of chance, or for any use that violates the City and State nuisance laws and/or *Penal Code sections 319 through 330*.
- c. Staff shall review and approve, conditionally approve or reject plans for any decorations at time of application. Nails, staples, etc. may not be used on the walls, ceiling, or windows of facility. Only “low stick” masking tape is acceptable (no transparent tape). All decorative materials must be flame retardant. Use of small, container-type candles will be permitted with prior approval. No rice, confetti, glitter or birdseed to be used within the facility.
- d. Groups requiring time to decorate, or make other preparations, must include that time on permit application.
- e. The kitchens cannot be rented by independently. The kitchens must be rented in conjunction with a room rental. Groups need to provide their own utensils and/or paper goods. Kitchens are available for warming of prepared food only (no cooking).
- f. The Center’s furniture (tables and chairs) must remain inside the facility. Personal or rented furniture/equipment may be used on patios with prior approval of the City. Patio furniture may not be moved.

- g. Office telephones, fax and copy machines are for staff use only.
- h. The Center does not provide storage for equipment and/or supplies.
- i. Only Center staff is allowed to regulate heating, air conditioning, or any other electrical or mechanical units of the facility.
- j. Animals will not be permitted inside the facility unless they are service dogs/animals used by those requiring such assistance.
- k. On the day of the event, the responsible applicant must be present at all times during the rental period.
- l. The applicant is responsible for the actions of all participants within the group, including any actions of vandalism, graffiti, etc. specific to all indoor and outdoor rental spaces utilized by the group, including restrooms.
- m. Parking is available to all users of the Center and park on a first-come basis. No reserved parking is permitted or authorized.
- n. No amplified music out on terraces after 7:30 p.m.
- o. The applicant must inspect the premises with staff before and after facility use. The facility must be left in the same condition it was accepted. A clean-up checklist must be completed and signed by responsible party prior to leaving the premises.
- p. Basic cleaning responsibilities by renter include:
  - a. All equipment used.
  - b. Any counter areas used.
  - c. All tabletops and chairs used.
  - d. Any floor or carpet areas soiled or dampened.
  - e. The kitchen(s) and all amenities used (i.e. refrigerator, stove, oven, sinks, etc.).
  - f. Place trash in proper receptacles and recycling bins.
  - g. Remove all equipment, supplies, immediately following clean-up.

## **6. ALCOHOL PROVISION**

- Alcoholic beverages are permitted only within the confines of the Norman P. Murray Community and Senior Center building, adjacent terraces, patios, courtyard, overlook and other surrounding event areas. Alcoholic beverages are limited to wine, champagne, and bottled or canned beer. Beer kegs may be allowed with advanced City approval.
- A **\$90** alcohol administrative fee is required of all applicants **servicing** or **selling alcohol** during their scheduled event.
- An **alcohol license is required** if alcohol is to be **sold** during any scheduled activity where a donation is requested or admission is by

donation, if admission is charged, or if admission is by pre-sale for any event where alcohol is present.

- Alcohol licenses are issued to non-profit organizations and caterers only through the *State Department of Alcoholic Beverage and Control (ABC)*. For more information and applications contact (714) 558-4101
- A **copy** of the approved alcohol license must be submitted to the Community Services Department at least five (5) working days prior to the scheduled event.
- Applicant, **at their own expense**, must provide acceptable evidence of **Liquor Liability coverage** with proof of one million dollars general liability coverage per occurrence with the City of Mission Viejo, its officers, officials, employees, agents, and volunteers listed as additionally insured on separate endorsement page is required for all non-profit and public agencies. Insurance must be provided no later than 1 - 2 weeks before the event.
  - If the applicant can not provide evidence of the required coverage, arrangements will be made through the City's insurance carrier. Liquor Liability fees range from \$60 to \$200 per day dependent on event type and attendance.
- Alcohol may not be served to minors. Alcoholic beverages are to be served only to persons 21 years of age and older. The applicant's failure to comply, monitor, and enforce this law is grounds for terminating the activity and forfeiting the refundable deposits and all rental fees which have been paid.
- Facility applicants indicating the intent to serve or sell alcoholic beverages will **not** be approved or permitted for any activity that has been, in the City's sole discretion, determined to have a youth- emphasis. This includes such activities as birthday parties for minors or other student activities.
- All alcoholic beverages must be consumed within the rented areas only. The City reserves the right to request a written plan for the dispensing of alcoholic beverages on the premises including the designation of an alcohol dispensing area, management and monitoring of alcohol consumption, verification of age identification, etc.
- Applicants serving alcohol are required to dispose of the bottles, cans and other alcoholic dispensers in the proper recycling bins.
- The consumption of alcoholic beverages is prohibited during set-up and clean-up time.
- Individuals engaging in the consumption of alcohol shall do so responsibly while at the Norman P. Community and Senior Center and be aware of all local, state and federal laws regarding consumption of alcoholic beverages and the operation of a motorized vehicle (car) following consumption of alcohol. Moreover, if in the judgment of the supervising City employee(s) or



their authorized designees, it is determined that facility guests become intoxicated and/or unruly, the City reserves the right to immediately terminate the rental agreement and/or notify the Orange County Sheriff Department. Rental deposits shall not be refunded in this circumstance.

- The City **will require and arrange** for the use of security guard service(s) whenever alcohol is sold or served (at the renter's expense). The number and estimated costs of these services will be determined by event type, expected attendance and other factors, (see Security Guard Services Section 7.)

## **7. SECURITY SERVICES**

The City reserves the right to require security guard services at any activity held in the City building, adjoining terraces and other adjacent event areas. Security services will be arranged for by the City at the applicant's expense. Information regarding charges for security guard services will be provided to the applicant upon facility booking, subject to change if the terms and parameters of the reservation are modified.

### **Scheduling Guidelines:**

Non- Alcoholic Events    1 guard per each **150** in attendance, per City's discretion.

Alcoholic Events            1 guard per each **75** in attendance; (maximum guards for *Sycamore Room* at 300 seated guests is four (4)).

### **Security Guard Fees:**

Security guard services will begin at the time of event set-up and terminate after event clean-up. The current hourly rate for these services ranges from \$25.00 - \$30.00 per guard based on availability.