

Aquatic Facility User Policy

St Charles Parks and Recreation Board

The user fee charged for the use of an Aquatic Facility for a private event is designed to recover the cost incurred by the Parks and Recreation Department as a result of facility use. This policy sets the required standard of conduct by facility users, and is consistent with the standard expected from all City park system users. The Parks and Recreation Board may at anytime and for any reason change or modify a policy or fee as it deems necessary and in the best interest of the City. The Parks and Recreation Board reserves the right to assess fees based upon the event size and needs for a quality event.

A facility user is responsible for payment of all user fees, adherence to all Parks Department rules and City ordinances, assuring that all activities are properly controlled, and that a designated responsible person is on site at all times.

1. Reservation Priority

Facilities are reserved in the priority listed below:

- First: Park and Recreation Programs
- Second: Returning Users who are in good standing
- Third: New User Requests

2. Reservation and Payment Procedures

- A. Reservations are made on a first come and first served basis.
- B. Payment is accepted by cash or credit card only for reservations made or User Fees paid within 30 days of an event.
- C. Reservations are not booked until the rental deposit fee is paid in full and all forms are completed. Kiddie Pool reservations must be paid in full at the time the reservation is made.
- D. The rental deposit will not be refunded for an event cancelled less than 14 days before the date of the event. One-half of the rental deposit will be refunded for events cancelled 14 or more days before the date of the event.

E. Aquatic facility reservations are processed at the St. Charles Parks Administration Office during regular business hours. Please make reservations through the Aquatics Coordinator. Reservations cannot be made at an aquatic facility.

3. Incident Weather

Aquatic facility use is subject to weather conditions allowing for the safe use of the facility. The determination of the safe use of an aquatic facility is in the sole discretion of the Parks and Recreation Department. If weather prevents use of the facility before the start of the facility reservation period, then the user fee will be refunded. If weather prevents use of the facility after the reservation period has started, then a pro-rata refund of the user fee will be made.

4. Facility Use

A. The facility reservation is for a designated area only. Use of the facility is limited to the specified activity on the use permit. Facility use for a purpose other than the approved purpose or the approved area may result in assessment of additional user fees, charges for damages, cancellation of the facility reservation or prohibition on future facility use.

B. Facility users are required to leave the facility in a clean and neat condition. If the facility is left in a condition that requires cleaning greater than the general scope of clean-up following an event, then additional fees may be charged.

C. The City is not responsible for any lost or stolen property.

D. Each facility has a lost and found.

E. Failure to comply with the Aquatic Facility Use Policy may result in the cancellation of reservations, forfeiture of all fees/deposits and forfeiture of the future use of facilities.

F. Facility use can be revoked or terminated at anytime for violation of this Policy, Park Rules or City Ordinance.

G. An event shall be by “invitation only” and shall not be open or advertised to the general public unless approved in advance by the Parks and Recreation Department.

H. If an event is open or advertised to the general public, it will be considered a Special Event and the User must comply with (and submit) the insurance requirements stated in the Parks and Recreation Department’s Special Event Policy.

I. No admission fee, gate fee or parking fee may be charged for use of the facility unless approved in advance by the Parks and Recreation Department.

J. Alcoholic beverages are prohibited within aquatic facilities. Violation of this rule shall result in termination of the event and the prohibition of any future use of any aquatic facility. This is a zero tolerance policy.

K. Glass containers of any kind are prohibited in aquatic facilities.

L. All tents, awnings, canopies and temporary structures must be approved in advance by the Parks and Recreation Department.

M. At the discretion of the Director of Parks and Recreation, security personnel acceptable to the Director may be required to be provided by a User at the User's sole cost and expense.

N. Music to be brought in by the User by any means, including personal speakers or like devices, live bands or DJ's, is prohibited. The User may, however, choose from a list of stations that the aquatic facility can play over its loud speaker system during the event.

O. Amusement rides, games, booths, or entertainment of any other type or kind must be approved in advance by the Parks and Recreation Department.

5. Food and Beverage.

A. The User may bring outside food and beverages into the Facility with approval by the Aquatics Coordinator. A service fee of \$50.00 will be charged for every 100 guests.

B. The User may have the Concession Stand open for the duration of the event with the guests purchasing items on an individual basis. A Staffing Fee will be assessed based on the number of guests. 99 guests or under \$100.00; 100 to 199 guests \$125.00; and 200 or more guests \$150.00

C. The Facility also offers catering service to the User with a choice of menu options. A guaranteed guest count for the food service is required 7 days prior to the Event for planning purposes and food waste control. The minimum charge for the catering service will be 10% below the guaranteed number if the actual guest count falls short of the expectation. If the actual guest count is higher than expected, the User will be charged accordingly if supplies are available.

D. The User also has the option not have any food services and no fee will be assessed.