

City of Flagstaff

Parks and Recreation

Physical: 1702 N 4th St, Flagstaff, AZ 86004

Mailing: 211 W Aspen Ave, Flagstaff, AZ 86001

(928) 213-2300



Party Room Rental Policies and Guidelines

Welcome to the Aquaplex!

The Flagstaff Aquaplex is one of Northern Arizona's most complete facilities for activities, both social and recreational alike! Adult and youth groups enjoy many recreation and leisure time activities at this multi-purpose, state-of-the-art recreation center. Located in the heart of Flagstaff, the Aquaplex is easily accessible from I-40, I-17 and the Historic Route 66. Our professional, experienced staff is happy to assist you in planning your party room rental and is committed to ensuring a memorable experience for you and your guests.

Reservations

- All rental requests are confirmed on a first come, first serve basis.
- Rentals of our Party Room can be made at the Front Desk. Call (928)213-2300 for information.
- Party room rental applications must be submitted and full payment must be received in order to secure your reservation.
 - No reservation holds or partial payments will be accepted.
- Party room rentals will need to be reserved no less than twenty-four (24) hours before the event.
- There is a two (2) hour minimum time rental on all reservations.
- Cost for party room rentals is \$25.25 per hour (not including tax).
- The fee to rent the party does not include the cost for guest to access the facility past the lobby turn styles. The party room rental fee is simply the fee to rent the space. If your guest would like to utilize other areas of the facility, including the aquatics area, rock wall and gymnasium, during your reservation, or before/after; they will need purchase a day passes at the front desk to access the facility. Aquaplex members may swipe their membership pass in lieu of paying the daily admission fee. You as the reservation holder can purchase day passes for your guest if you choose to do so.
- I understand that the booking of the party room does not mean that I have private use of or priority access to any area of the facility, including lobby, aquatics area, rock wall, and gymnasium.

Aquatics Area/ Swimming Pool

- Party room rentals will need one chaperone for every 10 children.
- Children 5 and younger need to have a chaperone (14 years old or older) in the water within arms reach at all times.
- Any child (6 to 11 years old) needs to have a chaperone (14 years old or older) in the pool area at all times.
- Children 12 years old and up may be in the pool area unaccompanied.
- No outside personal flotation devices are permitted in the Aquatics area (Examples: inner tubes, infant pool seats or carriers)
- Coast Guard Approved lifejackets are approved to all guest free of charge

Rock/ Climbing Wall

- Party room rentals will need one chaperone for every 10 children.
- All guests who would like to use the climbing wall during the party need to have a waiver signed by their parent or legal guardian.
- The party organizer, a chaperone or a family member who is not the legal guardian CANNOT sign the waiver, it has to be the parent or legal guardian of the child who signs it.
- Children 5 and younger need to have a chaperone (14 years old or older) in the water within arms reach at all times.
- Any child (6 to 11 years old) needs to have a chaperone (14 years old or older) in the area of the rock wall at all times.
- Children 12 years old and up may be in the rock wall area unaccompanied.
- All guests who would like to use the climbing wall MUST be at least 35 lbs.
- All climbers must have on dry clothing (no swim suits permitted- dry or wet), and closed toed athletic shoes to utilize the climbing wall.
- All climbers are encouraged to remove any and all jewelry /accessory while utilizing the climbing wall for staff and the climbers safety.

Party Room Rental Policies and Guidelines (continued)

Holiday Rentals

City facilities **may not be available** for rent on the following holidays:

- Thanksgiving Day
- Christmas Eve
- Christmas Day
- New Years Eve
- New Years Day

Rentals on the following holidays may be charged a 25% holiday rental premium **in addition to the regular rental rate:**

- Martin Luther King, Jr. Day
 - Presidents Day
 - Memorial Day
 - Independence Day
 - Labor Day
 - Veterans Day
 - Friday After Thanksgiving
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Hours of Use

The Flagstaff Aquaplex's regular facility hours are:

Monday—Saturday: 6:00 AM—9:00 PM
Sunday: 10:00 AM—6:00 PM

The Flagstaff Aquaplex's permits books party room rentals during the following times:

Monday—Saturday: 12:30 PM—9:00 PM
Sunday: 12:30 PM—6:00 PM

***PLEASE NOTE:** Each area of the facility (i.e. rock climbing wall, pool area, gymnasium, etc.) has specific hours that can vary day-to-day. Be sure to ask the front desk for a copy of our different operating hours for each area.

Facility rentals are limited to no more than ten (10) consecutive hours. Rental hours of use **must include set-up, decorating, and clean up time.** Events that exceed the scheduled rental time will be billed at twice the hourly rental rate for the additional time. If the facility is available, time extensions up to ten (10) consecutive hours *may* be granted by management, prior to the event, upon payment and subject to the hourly fee.

Party Room Rental Policies and Guidelines (continued)

Renters Responsibilities During Event

- **Being familiar with and making sure your guests understand and adhere to all posted Aquaplex rules, policies and procedures.**
 - Please have all guest for event enter the facility through the main Aquaplex door..
- **Children must always be supervised by parents or chaperones.**
 - Aquaplex considers a person 14 years old and older, to be capable of being a chaperone.
 - Children 5 years old and under need to be within arms reach of a chaperone at all times.
- **Delivering & unloading event materials & supplies during approved delivery timeframe or contracted hours.**
 - Event materials are NOT permitted to be stored in the community rooms or the kitchen space prior to start / evening before the event or after the event.
- **Decorating facility for event per regulations & on-site staff direction.**
 - See decorating guidelines on page 7.
- **Setting up all rental equipment brought in by renter or outside vendor.**
 - Event rental equipment in by renter or outside vendor is NOT permitted to be stored in the community rooms or the kitchen space prior to start / evening before the event or after the event.
 - If over night storage of equipment is required , the renter will need to include the over night time frame in their reservation , and will be charged the hourly rate for storage time.
- **Monitoring conduct & performance of contracted vendors or performers at event.**
 - All contracted vendors or performers are expected to understand and adhere to all posted Aquaplex rules, policies and procedures.
 - Aquaplex management and staff reserve the right to enact additional rules and regulation that may not be posted to ensure the safety of our guest and staff.
 - Failure of contracted vendors or performs to adhere to all posted and informed (by Aquaplex staff) of Aquaplex rules, policies and procedure, will result in renter loss of security deposit.
- **Coordinating event activities & transitions.**
- **Monitoring guest activity and behavior.**
 - All guests are expected to understand and adhere to all posted Aquaplex rules, policies and procedures.
 - Aquaplex management and staff reserve the right to enact additional rules and regulation that may not be posted to ensure the safety of our guest and staff.
 - Failure of contracted vendors or performs to adhere to all posted and informed (by Aquaplex staff) of Aquaplex rules, policies and procedure, will result in renter loss of security deposit.
- **Communicating with on-site staff at the Aquaplex front desk**
 - Informing staff of any food or drink spills on the floor for immediate clean-up.
 - If extra Aquaplex front desk staff are available they will clean up the spill. However, extra staff is not always available or may be needed at the front desk to address high traffic time needs. In this instance staff will provide renter with necessary cleaning supplies for the renter to clean up needed spill.
- **Helping with equipment transitions.**
- **Checking on the condition of the restrooms and lobby.**
- **Before the start of reservation, renter needs to “ check in” with the on duty staff at the front desk.**
 - Staff will review the reservations “check in” sheet and make sure that the party room is clean, ready to receive guest, and has standard tables and chairs available.
 - Renters failure to check in at the front desk with the on duty staff will result in the renter losing their security deposit.

Party Room Rental Policies and Guidelines (continued)

Renters Responsibilities During Event (Continued)

- **Before the end of the reservation, renter need to complete the following cleaning tasks**

Cleaning supplies are available for your convenience. Please see the front desk..

- Removal of all decorations
 - Removal of all method of hanging decorating from walls, tables & chairs
 - Sweep & Mop all floor
 - Wiping down of all used tables and chairs
 - Taking out of all trash and recycling reciprocals.
 - Trash and recycling need to be taken out to the facilities trash and recycling dumpsters
 - See on duty front desk staff for directions to dumpsters.
 - Replacement of trash bags in trash and recycling reciprocals
 - Cleaning out and wiping down of all counters.
 - Cleaning out and wiping down of sink.
 - Cleaning out and wiping down the fridge.
 - No food /supplies are to be left .
 - Cleaning out and wiping down of microwave in kitchen (if part of rental)
- Renters failure to complete required cleaning tasks will result in the renter losing their security deposit.

- **Renter at end of reservation , need to “check out” with the on duty staff at the front desk.**

The staff will review the reservations “cleaning checklist” and make sure that all of the required cleaning tasks are completed

- Renters failure to check out with the on duty staff at the front desk will result in the renter losing their security deposit.
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Amplified Sound

Bands, DJ's, music or speaking that requires the use of speakers or amplifiers is considered amplified sound.

There are restrictions and sound ordinances relating to amplified sound. Your event may be subject to sound metering to ensure sound level compliance. **Music volume must be lowered to follow City Noise Ordinances.** Please be considerate of others within the facility. Flagstaff Police Department may be summoned in the case of excessive noise.

Renters may bring in a personal Bluetooth speaker, boom box or stereo for the playing of music during reservation. The Flagstaff Aquaplex does NOT provide speakers or stereo systems for party room rentals.

Decorations and Favors

Decorations are the responsibility of the applicant and plans to decorate the facility must be requested on the application for approval.

Only masking tape and scotch tape (provided by you) are acceptable.

No staples, nails or tacks are allowed on any wall or equipment. The use of gorilla or Duck-tape is NOT permitted on any wall or equipment.

All decorations must be fireproof or made of fire-retardant materials. Nothing shall be attached to light fixtures. No decorations will be permitted within 18 inches of ceiling sprinklers. Piñatas, decoration sprinkles, glitter, confetti, rice, and birdseed are not allowed inside or outside of the facility.

Sunflower seeds, gum, and candy create cleanup problems. It is your responsibility to clean up these items from carpets and floors.

Custodial fees (\$50.00) may be added to your reservation cost.

Party Room Rental Policies and Guidelines (continued)

Alcohol Policy

The Flagstaff Aquaplex currently does not allow any alcohol on its premises.

This policy is subject to review and could possibly be modified in the future to allow alcohol for private rentals with certain restrictions and limitations. Please talk to the Guest Service Coordinator for specific information.

Reservation Cancellations

All cancellations must be in writing and received before the cancellation deadline specific to that type of rental (see below).

Reservations that cancel outside of the 24-hour window are not eligible for a refund of any kind.

The Security/Cleaning deposit will be forfeited, but all other fees refunded by City Check, by mail, and may take up to four (4) to six (6) weeks to receive. The check will be mailed out to the mailing address listed on rental application. The City of Flagstaff does not currently have the capacity to refund deposit directly to a renter's credit or debit card.

Security Deposits

- A security deposit is an **additional fee** required for all facility rentals. It is **NOT** a holding deposit and will be included in the total rental fees due. The security deposit is currently set at **25%** of the total rental fee amount.
- The deposit will be returned by City check to the renter's specified **mailing address** within **four (4) to six (6) weeks**.
- The Aquaplex will be forced to keep the deposit if the provided Cleaning Checklist is not complete prior to the end of the specified rental time, any damages to equipment or facilities that have occurred to the facility during the reservation, or the rental end time is exceeded by the original contracted agreement.
- Additionally, if the room is not properly cleaned, the Aquaplex reserves the right to charge the renter **\$50.00 per hour** for labor. Any damage repairs will be charged at actual cost.
- In the event that the Aquaplex's staff deems it necessary to request public safety intervention (i.e. Police, Fire, or Public Works staff) due to an event/rental not under control, the applicant will forfeit their deposit.
- **The Aquaplex also retains the right to forfeit a refund without notifying the renter.**
- The status of a refund can be verified by the Guest Services Coordinator.

Party Room Rental Policies and Guidelines (continued)

The following scenarios may also result in the forfeit of an applicant's deposit:

- Failure to comply with the any or all items on the provided Cleaning Checklist, including not disposing of food or trash.
- Failure to check in or check out with the front desk staff prior to the rental or prior to leaving the rental.
- It is found that any person attending or hosting the event/rental has consumed or actively consumes alcoholic beverages within the facility or within the facility's parking lot. This applies as well if evidence of alcoholic beverages are found in the room, parking lot, or facility during or after the reservation.
- A fight/physical altercation occurs that involves you or your guests.
- Threatening the City's staff, patrons within the building, or security personnel.
- Falsification of the information provided on the Facility Use Application or any other required documents.
- Theft of City of Flagstaff property.
- Exceeding the maximum capacity of the reserved room or attendance listed on the application.
- Smoking in undesignated smoking areas.
- Use of facilities (by you or your guests) not previously reserved without paying for a daily admission.
- Allowing animals into the building, except ADA approved service animals.
- Holding a youth activity without an adult sponsor (21 years of age or older). Groups of minors must be chaperoned.
 - Adult to minor ratio will depend on the activity and will be determined at the time of reservation.
 - Names, addresses, and phone numbers of chaperones must be furnished at least 24 hours prior to the scheduled use.