



Facility Reservation Rules & Regulations

User Guidelines

1 Policy Statement

- 1.1 Base reservation fees are calculated according to User Group Classification and reservation space size/type. Based on the type of reservation, additional fees may also include equipment, maintenance, utilities, additional staffing, insurance, permits, and licensing.
- 1.2 Current fees are listed on the Recreation & Community Services Department Master Fee Schedule.
- 1.3 The purpose of this Facility Reservation Rules & Regulations is to ensure that the use of City facilities is granted in a fair and equitable manner for meetings, activities, and events, which are recreational, social, and/or civic in nature, offering services of interest and need to the community. Fees charged for the use of City facilities are intended to partially recoup ongoing maintenance and operation costs of the facility. The Director of the Recreation & Community Services Department has the discretion to make operational policy changes while policy changes pertaining to the fees will be reviewed and approved by the City Council.

- 1.4 Staff shall be responsible for enforcement of all policies, rules, and regulations established in this policy and shall have the authority to deny or terminate the use of the facility if a determination is made that the user does not conform to the requirements of this Facility Reservation Rules & Regulations and/or may cause damage to the facility.
- 1.5 City staff shall oversee and supervise all events at City facilities for the safety and wellbeing of the Applicant and facility. Staff shall be responsible for and have complete authority over the facility being used, all equipment, participants, activities, and any security firm(s) on site per the terms of this policy. Staff shall have the authority to request changes in activities or the ending of activities. Applicants must comply with staff requests and instructions.

2 Facilities

- 2.1 This policy applies to the following City facilities and all associated rooms:
 - 2.1.1 Anthony Muñoz Community Center – 1240 W Fourth St. (909) 395-2622 Reservation Hours: Friday 5:00 PM – 10:00 PM, Saturday & Sunday 8:00 AM – 10:00 PM. A four (4) hour minimum reservation charge is required.
 - 2.1.2 De Anza Community & Teen Center – 1405 S Fern Ave. (909) 395-2030 Reservation Hours: Friday 5:00 PM – 10:00 PM, Saturday & Sunday 8:00 AM – 10:00 PM. A four (4) hour minimum reservation charge is required.
 - 2.1.3 Dorothy A. Quesada Community Center – 1010 S Bon View Ave. (909)-395-2300
Reservation Hours: Friday 5:00 PM – 10:00 PM, Saturday & Sunday 8:00 AM – 10:00 PM. A four (4) hour minimum reservation charge is required.
 - 2.1.4 Ontario Senior Center – 225 E B St. (909)-395-2021

Reservation Hours: Friday 5:00 PM – 10:00 PM, Saturday & Sunday 8:00 AM – 10:00 PM. A four (4) hour minimum reservation charge is required.

2.1.5 Westwind Community Center – 2455 E. Riverside Dr. (909)-395-2506

Reservation Hours: Friday 5:00 PM – 10:00 PM, Saturday & Sunday 8:00 AM – 10:00 PM. A four (4) hour minimum reservation charge is required.

2.2 Weekday reservations are available on a limited basis.

2.3 Use of City facilities is subject to the maximum room capacities.

3 Definition of Terms

3.1 "Applicant" means an individual or group, which submits a completed City of Ontario Facility Reservation Application and required deposit to use any facility pursuant to the terms of this Use Policy (Facilities 2.1).

3.2 "City" means the City of Ontario, acting through its officials, representatives, agents, and employees.

3.3 "Confirmed Reservation" means a reservation issued by the City upon approval of a Facility Reservation Application for use of the facility or some portion thereof by an applicant, after all requirements of the Facility Reservation Rules & Regulations are met.

3.4 "Ontario Based" means an organization that has a minimum membership of 80% Ontario residents. A verified membership roster will be required.

3.5 "Ontario Resident" must present a photo ID with an Ontario address and/or a current utility bill to verify residency.

3.6 "Inquiry" means when an individual or representative of a group seeks information about available dates for possible use by that individual or group. An available date cannot be held for possible use by making an inquiry.

- 3.7 "Local School Districts" includes Ontario-Montclair School District, Mountain View School District, Chino Valley Unified School District, Cucamonga School District and Chaffey Joint Unified High School District.
- 3.8 "Other Governmental Agencies" means government agencies other than the City of Ontario, which provide service to the Ontario community (e.g., County of San Bernardino agencies, districts and authorities, and elected officials; State of California departments and elected officials, multi-city organizations and joint powers authorities to which the City belongs, Federal agencies, departments, and elected officials; etc.)
- 3.9 "Director of Recreation & Community Services" means the administrative head of the Ontario Recreation & Community Services Department or designee.
- 3.10 "Reservation Appointment" is a date set for the Applicant to meet with city staff to determine if the space is the right fit for the applicants needs. At this appointment, the Applicant will turn in their memo of understanding, and pay fees and deposit.
- 3.11 "Vendor" is a business or organization the Applicant hires to perform a service. (Example caterer, florist...)
- 3.12 "Deposit" is a refundable amount of money the Applicant is required to pay to hold a reservation. Deposits may not be fully refunded if damage, cancelations, or other issues occur.

4 General Operating Regulations your reservation does not entitle you to exclusive usage of the facility. Shared restrooms and common areas may be accessed by the general public. Other areas of the building may be off limits to you and your guests depending on the operational hours of the facility. The City of Ontario Recreation & Community Services department reserves the right to suspend use of a facility group or individuals that do not comply with the established rules and regulations and Code of Conduct.

- 4.1 Reservation Staffing will be required for every reservation. The number of staff required will depend on the location and size of

the event.

- 4.2 Advertising Materials may be left with staff for approval and will be displayed when deemed appropriate and as space permits. Any item posted which has not been approved will be removed and discarded.
- 4.3 Animals are not permitted inside City facilities except licensed service animals.
- 4.4 City Equipment may not be moved, rearranged, or altered for purposes other than its intended use. City equipment shall not be removed from the facility.
- 4.5 Clean Up is the Applicant's responsibility and includes, but is not limited to, wiping of tabletops, cleaning of chairs, disposing of all trash into proper receptacles, sweeping of kitchen floor, wiping of counter tops and kitchen equipment, cleaning up all spillage on/in floors, refrigerators/freezers, and ovens, and removal of all user-owned or leased (non-City owned) items by the end of the reservation.
 - 4.5.1 Trash – The City will provide trash receptacles and trash bags. Staff will periodically check on the trash and will empty as needed. Please notify staff if trash needs to be emptied during the event. Once the event is in clean-up time trash becomes the responsibility of the Applicant.
- 4.6 Commercial Use of City Facilities for profit and private gain is prohibited. Ontario-based non-profits may use City Facilities to conduct fundraising efforts (but no cash handling on site), provided that 100% of the funds generated are received by the organization.
- 4.7 Decorations require prior approval by staff. No signs or decorations are to be taped, nailed or otherwise attached to walls, windows, ceilings, drapes, or other City property without written approval. Decorations must be fireproof. Patio decorations, tents, or other equipment must also receive written approval. No rice, birdseed, confetti, or other similar items shall be thrown in or around the facility. Balloons must be secured and not released. Metallic ribbons may not be attached to balloons. A portion of the deposit will be held if staff must retrieve released balloons or

if any decorations cause damage to facility.

- 4.8 Unloading and Loading must be done from parking stalls, properly marked loading curbs, or designated drop-off areas. Personal and reservation items brought in the reservation must be removed at the conclusion of the reservation.
- 4.9 Discrimination by User Groups is prohibited. The City of Ontario shall not rent, lease, or allow use of its public facilities by any person or organization that illegally discriminates on the basis of race, color, creed, marital status, sex, religion, national origin, ancestry, sexual orientation, or handicap condition.
- 4.10 Events Not Covered in this policy must be submitted in writing and shall be reviewed by the City to determine appropriate use, fees, and services. A variance may be required as provided in Section 10.
- 4.11 Facility Applicant's Property must be removed from City facilities immediately following activity including all decorations, equipment, supplies, etc... The City reserves the right to remove any remaining items from the premises and have them stored at the Applicant's expense. If such equipment or supplies are not claimed within two (2) weeks after notice to the Applicant, the City reserves the right to dispose of such material in any manner it deems appropriate and retain any proceeds received from such disposal. Any cost to the City, including but not limited to administrative costs, incurred to dispose of the unclaimed property in excess of the revenue received from such disposal shall be billed to the Applicant with payment due and payable in thirty (30) days.
- 4.12 Fire/Open Flame use is strictly prohibited without written approval in the form of a permit issued by the City Building and Safety Official from the Fire Department. Request for permit, along with sample candle or open flame device, must be submitted to the staff a minimum of fourteen (14) days prior to event.
- 4.13 Food and Beverage regulations apply to all reservations. Catered food service must be provided by a licensed caterer, restaurant, or deli. For all catered services, a valid Public

Health Permit must be submitted at least thirty (30) days prior to the event date. No cooking is allowed at City facilities. For purposes of this policy, cooking includes, but is not limited to baking, barbequing, frying, grilling, etc. Use of outside areas for food heating and cooking is prohibited.

- 4.14 Illegal Activity is prohibited. All groups and individuals using City facilities shall comply with City, County, State, and Federal laws. Illegal acts, including but not limited to fighting, gambling and lewd conduct are prohibited. Illegal activities will be immediately reported to law enforcement.
- 4.15 Incense, Fog, Hazer or Smoke Use is not permitted at City facilities at anytime.
- 4.16 Smoking, vaping, and/or tobacco or Marijuana use of any kind is not permitted in City facilities or parks.
- 4.17 Maximum Attendance regulations apply to all reservations. All reservations are subject to and may not exceed the maximum room capacities. Failure to comply may result in termination of event.
- 4.18 Minors shall be supervised by one adult for every 20 minors under the age of 18.
- 4.19 Parking Lot Use is established to primarily service the facility and is not a rentable space.
- 4.20 Public Portions, including heating and air conditioning systems, are operated solely by the City and shall be operated in a manner deemed best by the City.
- 4.21 Doors on the premises shall be locked when the facility is not in use. All door openings to public corridors shall be kept closed except for normal ingress and egress. During use of City facilities, all exit doors shall be unlocked and shall not be blocked in any manner.
- 4.22 Sleeping or Lodging is not permitted in City facilities.

5 Group Priority Ranking

5.1 An individual or group seeking permission to utilize a City of Ontario facility will be classified in one of the following groups. These classifications are used to establish priority of use and amount of the fee and/or deposit. The groups are as follows, in descending order of priority:

5.1.1 Group A – (Resident rate) Activities conducted and/or sponsored by the City of Ontario. Activities conducted by Other Governmental Agencies, local school districts, and City partners.

5.1.2 Group B – (Resident rate) Private events conducted by Ontario residents.

5.1.3 Group C – (Resident rate) Ontario based approved non-profit organizations. Political organizations or candidate campaigns.

5.1.4 Group D – (Non-resident rate) Groups/organizations which are commercial/business and/or recurring users.

5.1.5 Group E – (Non-resident rate) Private events conducted by non-residents, non-resident groups/organizations, and businesses based outside Ontario.

5.2 Recurrent Use

5.2.1 Recurrent Facility Use by Group B Organizations

5.2.1.1 Recurrent use of Community Center Facilities is limited to availability.

5.2.1.2 Recurring users may only book three months (one quarter) at a time and reservation must be paid in full, thirty (30) days prior to the first reservation of the month. Contact the Coordinator to determine the quarterly schedule.

6 Application & Contract Procedures

6.1 A non-refundable application processing fee will be applied to every reservation request, except those users that are exempt from reservation fees as specified in the Facility Reservation Policy.

6.2 Advance Reservation Procedures & Lottery

6.2.1 Reservations may be made no earlier than:

6.2.1.1 Group A – No limit.

6.2.1.2 Groups B & C – Up to twelve (12) months in advance.

6.2.1.3 Group D & E – Up to three (3) months in advance. Reoccurring users may submit a new application every quarter or 3 months. Contact the Coordinator for quarterly schedule.

6.2.2 Applications will be accepted the first day of the month, for the entire month, beginning at 8 AM. If the first of the month falls on a holiday or weekend, reservations will be accepted on the next regular business day beginning at 8 AM.

6.2.3 Paper applications will be accepted Monday – Thursday, from 8:00 AM – 5:15PM and Fridays, from 8:00 AM – 4:15PM only at the Armstrong Community Center. You may also get an application online at OntarioCA.gov/Registration.

6.2.4 In the event that two or more parties with the same priority ranking are interested in reserving the same facility on the same date, a lottery for the date will take place at the facility of interest beginning at 8:00 AM on the first day of the month. The lottery will run as follows: A staff member will allow one individual from each party to draw a number. The party with the lowest number after individuals from each party have drawn will have first choice of date (one date only) for the

month in question. The next choice will go to next lowest number, and so on. Once all the available dates have been taken, the next lowest number, as well as the remaining numbers in order, will be placed on a wait list.

6.2.5 Acceptance of an application does not constitute approval.

6.3 Application Procedures

6.3.1 All applicants must complete a City of Ontario Facility Reservation Application and pay all applicable fees and deposits per the City Council adopted fee schedule. The Applicant shall be classified and assigned a Group Priority Ranking in accordance with the definitions and priority rankings set forth in Section 4 of this policy.

6.3.2 All potential applicants shall complete an application a minimum of thirty (30) days prior to the event.

6.3.3 Reservations made less than thirty (30) days before the event, will be accepted only if the facility and required staffing elements are readily available. Additional fees may be required from service providers when limited advance notice is provided. All applicable fees must be paid at time of submission. Fees paid are subject to cancellation policy and associated fees.

6.3.4 Depending on the nature of the reservation, the Recreation & Community Services Department may require additional fees, insurance and/or security personnel.

6.3.5 All reservations are subject to the City Council approved fees and deposit requirements. No reservation shall be confirmed until appropriate fees, deposits, permits/licenses, and insurance are obtained and/or paid.

6.3.6 No reservations will be booked on holidays. For the

purpose of this policy, holidays include New Year's Day, MLK Day, President's Day, Columbus Day, Memorial Day, Independence Day, Labor Day, Veterans Day, Thanksgiving Day, Day after Thanksgiving, Christmas Eve, Christmas Day, and New Year's Eve.

6.4 Facility Allocation

6.4.1 Facility allocation shall be the sole responsibility of City staff per the provisions of this policy. The City reserves the right to direct requests for rooms to other City facilities which are deemed more appropriate for the type of request or deny requests if they are deemed inappropriate for the facility.

6.5 Denial of Application

6.5.1 Room use may be denied, and the application rejected for the following reasons:

6.5.1.1 The facility is incapable of accommodating the proposed activity by reason of the nature of the activity or the number of people estimated to be in attendance.

6.5.1.2 The Applicant has failed to demonstrate the ability to provide adequate security to assure that the event is conducted in a safe manner.

6.5.1.3 The Applicant has failed to agree to comply with all the conditions of this Reservation Facility Rules and Regulations of those set forth in this document.

6.5.1.4 The activity is likely to cause physical damage to the facility and/or its equipment.

6.5.1.5 Conditions for the issuance of a facility use contract have not been fulfilled.

6.5.1.6 If it comes to the attention of the City that the Applicant has or will violate any law or

regulation relating to the reservation of the City's facility or that the proposed use of the facility will violate any law or regulation.

- 6.5.1.7 Another event is already scheduled on the requested date.
- 6.5.1.8 The Applicant previously used the facility and failed to comply with applicable rules or conditions, or due to damage or lack of cleaning, did not receive all its security deposit back.
- 6.5.1.9 The Applicant has twice before canceled a scheduled event in the facility without prior notice.

6.6 Facility Reservation Permits

- 6.6.1 Upon approval of an application and payment of application fees, a facility reservation receipt will be issued authorizing the requested use of the facility.
- 6.6.2 The Director of Recreation & Community Services may attach such conditions to the contract deemed necessary for the protection of the public health, safety and welfare and the maintenance and operation of the facility.
- 6.6.3 Applicant shall not transfer, assign, or sublet use of the reserved facility or apply for use on behalf of another person or organization. Contract holder must be present for event and must sign in with facility staff. Failure to comply may result in forfeiture of fees and/or deposits.
- 6.6.4 All guests and vendors must adhere to the Recreation & Community Services Departments Code of Conduct. (See Exhibit A)
- 6.6.5 If at any time prior to or during the scheduled event the Applicant is not in compliance with the policies and regulations stated in this policy or the conditions of the facility use permit, and after notice of

noncompliance, has failed or refused to comply (or compliance is no longer possible), the City, acting by and through the Director of Recreation & Community Services or his/her designee, may cancel the reservation or terminate the event. Under those circumstances, no deposits and/or fee(s) shall be returned.

6.6.6 The City reserves the right to cancel a contract issued for any event or activity for its convenience. In the event of such a cancellation, notice shall be given as far in advance as possible, and a full refund will be made. Every effort will be made to find a suitable alternative facility if cancellation by the City is necessary.

7 Payments & Fees

7.1 All Facility Reservations are subject to cancellation fees and deposit requirements established in the City Council approved fee schedule.

7.2 Reservation fees paid 30 days or more prior to reservation date can be paid by personal or business check, cashier's check, credit card, or cash. Reservation fees paid 29 days or less prior to the event must be paid by credit card cashier's check, or cash.

7.3 The City reserves the right to require additional cleaning deposits at its discretion based on the proposed use.

7.4 Failure to comply with the payment procedure in this policy may result in cancellation of event. Cancellation fees will apply.

7.5 Deposits

7.5.1 A Reservation deposit is charged for all reservations, except those users that are exempt from reservation fees, as specified in the facility reservation policy at City facilities. The deposit is refundable if there is no damage to the facility, no overage of time, no remaining balance is due, and the Applicant has been compliant with the

reservation policies of the Department. Please refer to the Refund Policy section for additional information.

Additional Reservation Deposit: The Recreation & Community Services Department reserves the right to require an additional deposit depending upon event/reservation requirements and the City's liability exposure.

- 7.5.2 The deposit is due within fourteen (14) days of the notification of the Facility Reservation being approved. The remaining balance, including all other fees, are due a minimum of thirty (30) days prior to the event.
- 7.5.3 Reservations made twenty-nine (29) days or less prior to the event must be paid in full upon processing.
- 7.5.4 In the event of damage, destruction or defacement, the Applicant shall be liable for all expenses required to repair, restore, or replace the facility, its furnishings, or equipment to its original condition. If damage is more than the deposit amount, the Applicant shall be required to pay the full cost of the necessary repairs. If the cost to repair damage is less than the deposit amount, the balance of the deposit will be refunded.
- 7.5.5 Deposits shall be refunded if proper cleanup is completed, Applicant is out on time, and no damage is incurred as a result of the reservation. This determination will be made by staff. Applicable deposit balances will be refunded within 4 to 6 weeks back to the Credit Card used. If paid by cash, check or money order, a check will be mailed to the person and address of the reservation contract holder.

7.6 Cancellation by User

- 7.6.1 Facility Reservations: In the event the Applicant requests a cancellation or rescheduling of their reservation event after 7 calendar days from the time of the approval of the permit, a cancellation or rescheduling fee will be withheld from any fees paid and/or the reservation deposit.

7.6.2 Applicant is responsible for notifying the Recreation & Community Services Department in writing of any changes or cancelations to their reservation. Fees or forfeit of deposit may apply.

7.6.3 All reservations shall adhere to the following cancelation/refund policy:

7.6.3.1 If canceled 30 or more days prior to the event, 25% of the fees shall be forfeited.

7.6.3.2 If canceled 29 days or less prior to the event, all reservation fees paid shall be forfeited.

7.6.3.3 Any reservation date changed prior to the event is subject to a \$25 processing fee. If a second change of date is requested, cancelation fees apply.

7.6.3.4 Any reservation date change requested 30 days or less prior to the event is subject to cancelation fees per policy.

7.6.3.5 All change of date requests/approvals are subject to facility availability.

8 Available Rooms

8.1 Community Center Facilities

8.1.1 Reservation time must include set-up and clean-up time.

8.1.2 Friday, Saturday and Sunday use of Community Center Facilities require a minimum four (4) hour reservation period.

8.1.3 Outdoor areas are only available with reservation of the Multi-Purpose Room at De Anza Community & Teen Center, Multi-Purpose Room at Westwind Community Center, Mountain View Room or Colony Room at the Anthony Muñoz Community Center depending on

availability.

8.1.4 Reservations include tables, chairs & kitchen with the reservation of the multi-purpose room at Dorothy A. Quesada Community Center, multi-purpose room at Westwind Community Center, multi-purpose room at De Anza Community & Teen Center, Mountain View Room at the Anthony Muñoz Community Center, and multi-purpose room at the Ontario Senior Center.

8.1.5 All room reservations include tables and chairs upon request and availability.

8.1.6 Additional permits and/or fees may be required depending on the type of use.

8.2 Kitchens

8.2.1 The Community Center Facility Kitchens are available at no cost to applicants of the multi-purpose rooms. Kitchen equipment includes refrigerator/freezer (items must be removed after each scheduled use), ice machine, warming oven, stove top, and a sink.

8.2.2 No cooking is allowed at City facilities. For purposes of this policy, cooking includes, but is not limited to baking, barbequing, frying, grilling, etc. Use of outside areas for food heating or cooking is prohibited, except for Public Health permitted vendor.

8.2.3 To use a caterer, the catering vendor must obtain a San Bernardino County Health Permit, & Liability Insurance. All documents must be submitted to the Recreation & Community Services Department by the Applicant thirty (30) days prior to the event date.

8.3 Rehearsal

8.3.1 A rehearsal may be scheduled no more than thirty (30) days prior to a contracted event date.

8.3.2 One free hour of use of a reservation room may be granted to the Applicant, provided that the rehearsal

does not interfere with any occurring reservation and/or operations of the facility.

8.3.3 Equipment and event supplies cannot be stored at the facility overnight.

8.3.4 Should the applicant request use more than 30 days in advance, and/or use for more than one hour of a reservation room the appropriate fee schedule shall apply.

8.3.5 The Director of Recreation & Community Services has final authority to approve or deny a rehearsal date and time. Fees may be charged for use of city equipment during rehearsal time.

8 Security (if required)

8.1 The City reserves the right to require security whenever it deems it appropriate.

8.2 Event may be required to have additional security, as determined by staff.

8.2.1 Security must be from a licensed and bonded company and approved by the Director of the Recreation & Community Services. Additional paperwork will be required.

8.2.2 Security must be present ½ hour prior to the start and through the end of the event (including clean-up hour).

8.2.3 Cost of security is the responsibility of the Applicant.

9 Liability & Insurance (If required)

9.1 General Liability Insurance

9.1.1 High Risk and/or reoccurring users of the facility shall procure and maintain, at their own expense and for the duration of the event covered, comprehensive general liability in an amount not

less than two million dollars (\$2,000,000.00) per occurrence four million (\$4,000,000.00) general aggregate, for bodily injury, personal injury, and property damage. Depending on the nature of the proposed facility use, additional insurance may be required.

- 9.1.2 The policy must include contractual liability that has not been amended.
- 9.1.3 Insurance shall contain no special limitations on the scope of protection afforded to City and City personnel.
- 9.1.4 Insurance shall be the primary insurance and any insurance or self- insurance maintained by City or City personnel shall be in excess of the user's insurance and shall not contribute with it.
- 9.1.5 Insurance shall be "date of occurrence" rather than "claims made" insurance.
- 9.1.6 Insurance shall apply separately to each insured against the limits of the insurer's liability.
- 9.1.7 Insurance shall be written by insurance companies qualified to do business in California and rated "A" or better in the most recent edition of Best Rating Guide, The Key Rating Guide, or in the Federal Register, and only if they are of a financial category Class VIII or better, unless such rating qualifications are waived by the City's Risk Manager due to unique circumstances.
- 9.1.8 The Applicant's policy must include a 30-day written cancelation notice.
- 9.1.9 Applicant must file an original copy of the Certificate of Insurance no later than 30 days prior to the event date. If a certificate is not on file by this date, insurance fees will apply.

9.2 Additional Insured Endorsement

- 9.2.1 Additional insured endorsements are required and must accompany the Certificate of Insurance.
- 9.2.2 Additional Insured Endorsement must also indicate policy number, date, name of insurance company and name of insured and must name the City, its officers, employees, agents, and volunteers as additional insureds as to comprehensive bodily injury, personal injury, and property damage liability.
- 9.2.3 To the full extent permitted by law, Applicant shall defend, indemnify and hold harmless City of Ontario, its officials, employees and agents, from any and all losses, costs, expenses, claims, liabilities, actions, or damages, including liability for injuries to any person or persons or damage to property arising at any time during and/or arising out of or in any way connected with Permittee's authorized use or occupancy of the facility and adjoining property unless solely caused by the gross negligence or willful misconduct of City of Ontario, its officers, employees, or agents.

10 Variances- An applicant may request a variance from one or more of the rules set forth below in the event that unusual circumstances make it impossible or infeasible to conduct the event within the precise parameters of this policy.

10.1 Variance Request Process

- 10.1.1 Variances must be requested in writing to the Recreation & Community Services Director. The request must set forth the unusual circumstances that justify a deviation from the ordinary rules. The decision of the Director of Recreation & Community Services is final.
- 10.1.2 Variances will be granted only upon a finding that the circumstances presented are unusual and not likely to recur often, the granting of the variance will not set a precedent, and the variance will not be detrimental to public health, safety or welfare, or

disruptive to other events occurring in the facility at the same time or to the immediately surrounding neighborhood.

10.1.3 In the event a variance is granted, the Applicant will pay any supplemental fee necessary to compensate the City for additional costs associated with the variance.

10.2 Variances may be requested only from the following requirements:

10.2.1 Hours of use beyond closing times stated in this policy.

10.2.2 Use of the parking lot for any purpose other than parking the cars of facility users in marked stalls.

10.2.3 Large events that involve the use of multiple rooms and/or spaces not normally scheduled for use and uses that may result in parking of event attendees in areas beyond the boundary of the City facilities or Senior Center parking lot, or events not covered in this Use Policy.

10.2.4 Waiver of fees for Group B (governmental) organizations when it is determined that the use by the Governmental Organization will provide a substantial and measurable benefit to the Ontario community.

10.2.5 Requests for waiver or discount of fees will not be accepted nor considered except for variances listed above.

Exhibit A

Ontario Community Centers CODE OF CONDUCT

THE CITY OF ONTARIO SUPPORTS THE RIGHTS OF PATRONS TO ACTIVELY USE THE CITY'S COMMUNITY CENTERS AND TO PARTICIPATE IN PROGRAMS AND ACTIVITIES. THIS CODE OF CONDUCT GOVERNS THE USE OF ALL ONTARIO COMMUNITY CENTERS. THE PURPOSE OF THE CODE IS TO ENSURE THAT ALL PATRONS OF THE CITY'S COMMUNITY CENTERS HAVE ACCESS TO USE THE FACILITY IN A PEACEFUL AND SAFE MANNER. COMMUNITY CENTER STAFF ARE EMPOWERED TO STOP ANY ACTIVITY WHICH THEY CONSIDER VIOLATES THIS CODE OF CONDUCT, INCLUDING, BUT NOT LIMITED TO, ANY ACTIVITY HARMFUL TO THE SAFETY, WELL-BEING AND SECURITY OF PATRONS AND STAFF OR TO THE OPERATIONS AND ACTUAL FACILITY OF ANY ONTARIO COMMUNITY CENTER. ANY PERSON ENGAGED IN ANY ILLEGAL ACTIVITY INSIDE OR ON ANY ONTARIO COMMUNITY CENTER PREMISES WILL BE IMMEDIATELY REPORTED TO THE POLICE AND/OR EXPELLED.

A PERSON ENGAGED IN THE FOLLOWING BEHAVIORS WILL BE ASKED TO STOP THE BEHAVIOR, AND MAY BE ASKED TO LEAVE THE COMMUNITY CENTER:

- Fighting or threatening harm to another patron or staff.
- Being under the influence of drugs and/or alcohol.
- Behaving in a loud, disruptive, boisterous manner or engaging in conversations that create excessive noise. This includes: sexual, racial or ethnic harassment through comments, words, gestures or disruption of programs.
- Stealing, vandalizing, damaging or defacing City property or other patrons' belongings.
- Wearing clothing adorned with sexually suggestive slogans, profanity, lewd pictures or that which is identifiable with any gang.
- Failing to maintain control over personal belongings, blocking or interfering with free passage or creating a hazard; or bringing into the community center bicycles, large backpacks, carts and other bulky items without approval.
- Plugging a device into electric/network communications outlets without written approval.
- Making use of the restrooms for any purpose for which they were not intended.

PARTICIPANTS ARE EXPECTED TO:

- Function on their own or with the assistance of a chaperone, but independently from City Staff or Community Center volunteers.
- Maintain personal hygiene.
- Be respectful to others.
- Observe all state and local laws, policies, ordinances, and regulations.
- Follow policies regarding food and drink in designated areas.
- Follow the posted guidelines for the use of computers including recognition that:
 - Participants are not to download or install any programs onto the city's computers.
 - Computers are not secure; participants are responsible for the security of any personal information they make available.
- Wear shirts and shoes at all times while in any Community Center.

FAILURE TO COMPLY WITH THIS CODE OF CONDUCT MAY RESULT IN TEMPORARY OR PERMANENT EXPULSION FROM THE FACILITY AND ITS PROGRAMS. THE ONTARIO COMMUNITY CENTERS EXPULSION POLICY PROVIDES FOR A LIMITED RIGHT OF REVIEW OR APPEAL OF DECISIONS MADE BY COMMUNITY CENTER STAFF UNDER THESE RULES. SEE THE EXPULSION POLICY FOR DETAILS.



Creating Community, One Piece at a Time

