



## POLICIES AND PROCEDURES

The Grand Hall policies and procedures are part of the contract;  
It is the responsibility of each client to read and understand the policies and procedures for each rental.

### ***Booking Policy***

- Events are booked into the Grand Hall on a first request basis. Dates are held upon the receipt of 50% non-refundable deposit, signed contract, and \$300 damage deposit. Payments may be made by credit card, cash or check.
- All event charges including balance of room rental are due 14 days prior to event date and charged to the credit card on file.
- The Grand Hall representatives shall be permitted to schedule more than one event to take place on the premises at the same time.
- Lessee will not be permitted to obstruct or interfere with the rights of other users.
- Lessee agrees and gives permission for any photographs taken during an event at the Grand Hall to be utilized for promotional use by the City of North Richland Hills.
- Lessee shall not have attendance greater than the maximum occupancy figures posted by the City of NRH Fire Department.
- **Room rental includes:** Chairs, 60" round tables, and risers within the limits of our inventory. Rental of linens and additional equipment can be arranged through your Event Coordinator.
- The total access times shown on your contract constitute the full hours of accessibility by the client or his/her agents. Earlier or later access for your preparations or clean up may be purchased on an availability basis, if requested a minimum of 14 days in advance of the event. **No event contract may extend beyond 12 Midnight.**
- Any event that extends beyond its scheduled end time will be assessed a \$250 per hour overtime charge.
- Damage deposits will be refunded within 14 days after the event if all business transactions have been satisfactorily completed.

### ***Cancellations***

- Room rental deposits are non-refundable. All cancellations notices must be made in writing.
- If the cancellations notice occurs less than 90 days prior to the event date, the full contracted rental rate will be charged to the credit card on file. Please be confident in your date before signing contract.
- Date changes are considered cancellation with loss of deposit and new contract required.

### ***Force Majeure***

- Neither party shall be liable for failure to perform its obligations under this Agreement and shall have the right terminate this Agreement if performance is delayed by reason of war; civil commotion; acts of God; inclement weather; governmental restrictions or regulations; epidemics; pandemics; fires; strikes; lockouts; natural disasters; riots; material or labor restrictions; transportation restrictions; or other circumstances which are reasonably beyond the control of the party.

### ***Food and Beverage***

- Personally prepared/Home-cooked foods are not permitted.
- Client is permitted to bring in professionally prepared and packaged, non-perishable items that can safely be consumed without refrigeration or heating. Client must provide all serving vessels and utensils.
- For events utilizing perishable (cooked or refrigerated) foods, they must be prepared, and delivered by an approved caterer. Client has been provided a current Preferred Caterer list, which includes caterers who are experienced in providing services at our facility, and whose credentials we already have on file. If your caterer is not on our preferred catering list, they will be considered, if they are a qualified caterer who meets all license and insurance requirements (\$1 Million in liability insurance with the Grand Hall and the City of North Richland Hills named as additional insureds, and a health permit issued for the location where food will be prepared).

- Events utilizing outside catering will incur an additional fee of \$3.00 per person (per the greater of the seating diagram or expected attendance), which covers usage of drink dispensers, ice, use of the kitchen, and trash removal.
- Caterers must deliver product in a finished state, and in containers ready for display with serving utensils. **There is no cooking within the facility.** Please encourage your caterer to set up an appointment with us to preview the facility and kitchen in advance of the event.
- Catered events are limited to one meal service per rental period.
- You or your caterer are responsible for cleaning of kitchen, bussing and cleaning tables and room of any trash, glassware, china and silverware, and placing all trash in the trash receptacles. You will incur additional cleaning charges if the Grand Hall staff is required to provide any assistance with clearing of tables, or cleaning kitchen.
- All food and beverages provided through the Grand Hall are subject to 20% service charge. The additional catering fee (referenced above) will not apply. Minimum Guarantee (final count) is due by 12 noon, 5 business days prior to the event and may not be reduced. Increases will be at the sole discretion of the chosen caterer, within the scope of their ability to serve the additional guests.
- Regarding Non-Preferred Caterers: The **Client** is responsible to ensure caterer has provided all insurance and permit documentation a minimum of 14 days prior to the event date. If credentials have not been received by that date, the caterer will not be allowed access and an alternate caterer from the preferred list must be selected. Client must require caterer to provide their desired equipment needs no later than 14 days prior to the event. Equipment resources are shared among other events and will be divided proportionately by The Grand Hall. We will advise your caterer what equipment we can provide them after they provide their desired needs.

#### ***Alcohol Service***

- Iron Horse Golf Course is the sole provider for alcohol beverages and will provide bar services if desired. In accordance with the laws of the State of Texas, no alcohol is allowed to be brought in or removed from the building by the client or client's guests.
- It is the client's responsibility to contract bar service through Iron Horse at least 45 days prior to the event date.
- Any event where alcohol is consumed or served must follow guidelines determined by TABC Private Permit Lessee which may include Security being present. All security used in the facility will be acquired through the City of North Richland Hills Police Department and will be the responsibility of the lessee. Current hourly rate for NRH off-duty police officers is \$60.00 per hour, and is subject to change at any time. The number of security officers required shall be determined by Iron Horse, who can assist with arranging security.
- Bar Service is not to exceed four hours.
- Alcohol beverages can only be served to individuals twenty-one years of age or older; at no time shall a minor be served alcohol.
- The Grand Hall personnel or security reserve the right to cease the dispensing of alcohol beverages during any activity or event.
- TABC laws require that the bar be permitted for each event. Events booked within 14 days of the date may incur additional permit fees. Contact Iron Horse for full details.

#### ***Cleaning & Trash Removal***

- The Grand Hall at NRH Centre provides normal custodial services including set up and clean up for each event. Lessee agrees to leave the premises in same clean condition in which it was found, including cleaning tables of any debris or food. Trash bags will be furnished by the Grand Hall. Trash cleanup is the responsibility of the Lessee.
- The Grand Hall will deduct from the damage deposit, any property damage or excessive cleaning charges. Should damages exceed amount of deposit, the remaining balance will be charged to the credit card on file.

#### ***Decorations***

The staff of the Grand Hall are pleased to be able to make recommendations for florists and event design companies to assist you in your décor needs. For the protection of the Grand Hall at NRH Centre the following rules are strictly enforced:

- Nothing may be hung, attached to or suspended from any part of the building without the prior consent of the Event Coordinator.
- No holes may be drilled, cored or punched in the building.

- Open flames are prohibited. All candles must be the votive type or contained in hurricane glass with secure bases. No candles may be placed on the floor.
- Painting is prohibited anywhere on premises.
- In any instance where there is risk of damage to carpeting, a protective coating, such as plastic, must be used. Lessee is responsible for the repair or replacement of any damage or disfiguration to the facility.
- Command-type hangers are the only type permitted for attaching decorations to the facility and must be removed at the end of the function; however, **nothing may be attached to any painted surface** .
- Staples, pins, tacks and nails are not permitted for attaching decorations. No glue of any kind is permitted.
- Glitter and confetti are not permitted. Bird seed is permitted outside in the parking lot only.
- All decorations must be non-combustible. Real Christmas trees and hay bales are not permitted in the facility.
- Bubbles and rose petals may be used, but only outside of the NRH Centre. Exterior entrances and sidewalks must be swept of all petals, and removed.
- Fireworks, including sparklers, are illegal in the City of North Richland Hills.
- All decorations and related materials must be pre-assembled and transported in finish to the facility.
- It is Lessee's responsibility to remove all decorations at the end of the event.
- Any violation of this policy may result in an excessive clean up fee, plus the current replacement cost of damaged property.

### ***Signage***

- Any signs used may only be publicly displayed on the day of and during the rental period including setup and take down. A total of 4 signs not exceeding 6 sq. ft. each, along with 2 banners not exceeding 30 sq. ft. each may be displayed during events. All signs must be appropriately spaced at least 200 ft. apart and not obstruct traffic or walkways. Sign placement may be adjusted by city staff at any time.

### ***Entertainment & Audio Visual***

- When selecting a band, please have them contact us regarding staging needs, electrical needs and entry procedures.
- Any event utilizing the Grand Hall's Audio-Visual Equipment must provide detailed information as to their needs for the Grand Hall to determine if it is capable of providing the services. The Grand Hall must know as soon as possible and no later than the 14 days before what equipment the client will be bringing of their own to verify its compatibility with our system. For a successful multi-media experience, all AV equipment and programs should have a final run through no later than the day before your event.

### ***Guarantees and Finalizing Event Details***

Two weeks prior to the event date, the Grand Hall requires the following details be completed:

- Room layout, complete timeline for the event, including arrival times for vendors, and guest count.
- Catering arrangements and credentials of caterers.
- Changes can be made to the set-up, without charge, only if the Lessee notifies the Grand Hall Staff prior to the room being set up. Any changes after the room has been set up will result in additional charges billed to the Lessee.
- Only Grand Hall personnel or authorized individuals shall be permitted to set up, break down or rearrange the Grand Hall property.

### ***Illegal Activities***

- At any time during a rental, if any laws are broken (e.g. underage alcohol consumption, underage smoking, etc.) the NRH Police will be called and the rental can be terminated, resulting in the loss of Damage Deposit.

### ***Security/Public Safety***

Security is required for events where:

- Alcohol is served, and attendance is 100+ guests.
- Fraternity or Sorority events of any kind.
- The Grand Hall requires that any event where 50% of attendees are ages 12 to 18 years old to have Security from the North Richland Hills Police Department, as well as (1) adult chaperone per every 20 guests. If the event does not have Security in place, the event may be terminated, and loss of Damage Deposit will result.
- City of North Richland Hills has the right to refuse any rental based on the safety/welfare of the user, guests or the public.

- All security used in the facility will be acquired through the City of North Richland Hills Police Department and will be the responsibility of the Lessee. Current hourly rate for an NRH off-duty police officer is \$60.00 per hour which will be paid directly to the security personnel prior to the start of the event and is the responsibility of the client.
- The Grand Hall may require security at our discretion, and at lessee's expense. The Grand Hall Business Manager shall have final authority on determining whether security is required for an event.

The Grand Hall does not assume responsibility of damage or loss of any merchandise or articles while on NRH Centre property.

***Smoking & Tobacco***

- The building is a smoke-free and tobacco-free facility. Outside smoking is permitted in designated areas only (50 feet away from all entrances). No e-cigarettes or vapor cigarettes are allowed in the building.

***Storage***

- Lessee may not store property or equipment of any kind in or on the grounds.

***Rehearsals***

- A one-hour wedding rehearsal will be provided at no charge, during normal business hours (Mon.-Fri.) on a space-available basis. The rehearsal room may or may not be the same as your event space. You may call 2 weeks prior to the event to schedule the rehearsal.

**The Grand Hall at the NRH Centre Business Manager shall have the final discretion over disputes regarding all rates, rules and regulations.**

Thank you for your help in caring for the Grand Hall at the NRH Centre.

\_\_\_\_\_  
Client Signature

\_\_\_\_\_  
Date