



Fairhill Center

**Conference & Meeting Room Rental
Policies and Procedures**

February 1, 2007

Introduction

Philosophy

Making on-site locations available to Campus and community organizations for meetings and events is beneficial to Fairhill Center and to the community:

- Campus Organizations, those with leased space at Fairhill, have an on-site location for holding meetings. Short term renting saves these organizations time and money.
- Other Campus Organizations learn about the services provided by their fellow organizations, enhancing a sense of community.
- Fairhill Center gains greater awareness of campus events, thereby improving security and facility management.
- The services of Fairhill Center and the Campus Organizations are showcased to the outside Community allowing them to better understand Fairhill Center and its mission.

The goal of promoting Fairhill Center's resources for enhancing the well being of older adults remains the core objective. Opening the Campus to public events allows older adults to come together in a familiar and safe setting where all benefit from shared experiences. Fairhill Center continues to emerge as a major hub of community and opportunity for older adults.

The Fairhill Center Facility

Fairhill Center is situated on the corner of Fairhill Road and East 124th St. in Cleveland. Built on 9.5 acres bordering Shaker Heights, Cleveland Heights, and the Fairfax and Fairwood communities of Cleveland, the beautiful grounds have served many historic roles including as part of the Estate of the Otto Leisy Family, as a US Marine Hospital and as a psychiatric hospital. In 1995, the site was designated a Cleveland Historic Landmark.

Founded in 1989 through the joint venture of the Benjamin Rose Institute and University Hospital Health Systems, Inc., Fairhill Center is a focal point for services and opportunities for successful aging in Greater Cleveland. Today Fairhill Center is an independent non-profit organization, serving as the host site for events sponsored by on- and off-campus organizations that make an impact. Today, 25+ organizations call Fairhill Center home.

The Main Campus Building houses the primary conference and meeting spaces. A variety of rental spaces can accommodate a wide range of needs, from small meetings of only a few people up to large gatherings. Fairhill Center can also provide audio-visual equipment to enhance meetings and events. The security of visitors is ensured by the presence of Customer Service representatives. Parking is available on the grounds and is under regular visual and recorded video surveillance.

Policies

Non-Discrimination Policy

Fairhill Center prohibits the use of any part of the facility for meetings or events by organizations that discriminate, by mission, action, or practice, against individuals or groups based on ancestry, race, color, age, sex, national origin, religion, disability, sexual preference or orientation, or marital status. Customer's signature on the rental agreement indicates agreement and compliance with the non-discrimination policy.

Liability Waiver

Fairhill Center is committed to providing an appropriate facility for our visitors and guests. Maintenance and Customer Service staffs prepare and inspect rental spaces regularly. However, Fairhill Center does not assume responsibility for the safety or satisfaction of participants in scheduled events.

The signing of the Rental Agreement by the authorized representative of the renting organization releases Fairhill Center from any liability for injuries or accidents occurring to participants of the event. It permits Fairhill Center staff to call for emergency and/or medical services to attend to accidents, if required.

Policy on Smoking, Alcohol, and Drugs

Fairhill Center is committed to the health and well being of all who work at and visit the Campus by promoting the safest environment possible. Fairhill Center maintains strict zero tolerance policy concerning the presence and use of tobacco, alcohol, and drugs. Violations will result in termination of the event, forfeiture of the security deposit, and restrictions on future use of rental spaces.

State of Ohio laws restrict smoking in places of employment. Fairhill Center policy prohibits smoking in the buildings or anywhere on the grounds, including restrooms, the entrances to the buildings and parking lots.

The use of alcohol is permitted for private events only with prior approval from Fairhill Center management and in accordance with the laws and regulations of the State of Ohio Liquor Control Department and local ordinances. The dispensing of alcohol to and the consumption of alcohol by minors is strictly prohibited. Violations of this policy will result in the immediate termination of the event, forfeiture of the security deposit, and restrictions on future use of rental spaces. In addition, the renting organization will be reported to local law enforcement. Any rental that includes serving alcohol will require a surcharge.

Fairhill Center prohibits the unlawful manufacture, distribution, dispensing, possession, or use of controlled substances in the building or on the property. Violations of this policy will result in the immediate termination of the event, forfeiture of the security deposit, and restrictions on future use of rental spaces. In addition, the renting organization will be reported to local law enforcement.

Policy on Gambling

Fairhill Center prohibits the running of For-Profit games of chance by organizations requesting room space without prior approval of management. Any approved games must follow local and state laws governing gambling and games of chance. Violations of this policy will result in the immediate termination of the event, forfeiture of the security deposit, and restrictions on future use of rental spaces. In addition, the renting organization will be reported to local law enforcement.

Policy on Noise

Fairhill Center is an active business facility. Events must be conducted in a manner showing courtesy to other visitors and Campus tenants. Events deemed too loud or disruptive will be warned to conduct themselves in a quieter manner. Fairhill Center is sensitive to and respectful of its adjacent residential neighbors and late night disturbances are prohibited in the parking lots and on the grounds. Such disturbances will result in the immediate ending of the event and forfeiture of the security deposit.

Policy on Event Duration

Events and meetings scheduled to start or run beyond the normal business hours of weekdays and the weekend must be planned to conclude by 10:00 PM, Monday-Friday and by 8:00 PM on Saturday and Sunday. A request to have the event run longer must be submitted in writing to Fairhill Center management prior to the signing of the rental agreement. Such events and meetings will be assessed a significant surcharge and may be assessed a higher Security Deposit.

Scheduling Procedures

Scheduling an Event

Campus Organizations are given priority consideration for event scheduling and room rentals. Non-Campus organizations are dealt with on a “first come, first served” basis. All requests are reviewed and considered. Requests that cannot be accommodated or do not follow the spirit of the mission of Fairhill Center will be declined.

Requests are made to the Conference and Meeting Room Coordinator at the Fairhill Center Front Desk at (216) 421-1350 ext. 160. An Event/Room Request Form must be submitted as far in advance of the event as possible to allow for proper scheduling. The request will be reviewed for room availability and appropriate rental costs. The Conference and Meeting Room Coordinator will call to confirm the request and provide scheduling and rate information.

An authorized representative from the renting organization is requested to visit Fairhill Center to view the room and the rest of the facility. At this meeting, any necessary adjustments will be discussed and both parties will sign a formal letter of agreement. A room deposit and a refundable security deposit will be required at the time of the signing of the agreement. Room reservations will not be held until a signed rental agreement is executed and the deposits have been received.

Off Campus Organizations

A deposit equal to 50% of the total room and equipment charges is required to hold the reservation for off-campus organizations and individuals. This deposit is due when the rental agreement is signed. Final payment for the event is due 10 business days prior to scheduled event. Non-payment may result in the cancellation of the event and forfeiture of any deposit.

In addition renters shall submit a security deposit of at least \$100.00 as determined by the Conference & Meeting Room Coordinator. The security deposit shall be submitted no less than ten days prior to the event. An additional deposit may be required for events where food and/or beverages are served. The security deposit will be held against the return in good order of the room and equipment. The security deposit can be applied against the final charges for the event. If not, the security deposit will be returned by US mail after the completion of the event.

Cancellation of a room request must be submitted to the Conference and Meeting Room Coordinator in writing. There shall be a handling fee equal to 25% of the room rental fee charged for all cancellations. No refund of rental fees shall be made in the event of cancellation within 30 days or less of the scheduled event.

Campus Organizations Policies and Procedures – See Appendix D (for Campus Organizations Only)

Rental Rate Procedures

Room Rental Rates

Rental rates are based on the type of organization requesting space, assigned room, seating arrangements, and duration of the event. Special set-ups, equipment use, and additional facility services incur extra charges.

Fairhill Center welcomes requests from for-profit and non-profit entities. Non-campus, non-profit organizations can rent rooms at a discount. Campus organizations and Fairhill Center staff also receive discounts. Non-profit off-campus organizations shall provide a copy of their certification as a 501(c)(3) organization. Government entities shall fall under this classification for rental pricing purposes. All other off-campus organizations shall pay the higher rate shown in the price list.

Room assignments are based on anticipated attendance and type of event being held. Safety codes limit the maximum occupancy in each room. Table and chair arrangements will alter the maximum occupancy.

Fairhill Center has rooms that can support a variety of internal set-ups to best suit the needs of renters. Some smaller rooms have set-up limitations. Complex arrangements have higher rates due to the extra labor and equipment. While every effort will be made to accommodate specific set-ups, Fairhill Center reserves the right to disallow or adjust set-ups that are not deemed feasible or are unsafe.

The rental rates listed include the set-up of the room(s) to the selected configuration from the Room/Event Request Form. Breakdown is also included. A fee of \$30 per hour (or part thereof) will be assessed for any additional and extraordinary set-up requested by the renter. The renter must provide special materials used in such set-ups.

An authorized individual from the renting organization shall inspect the rental space just prior to the event. Any damages noted to the room or equipment must be submitted in writing on the form provided to the Customer Service Associate on duty before the start of the event. Any other damages documented by Fairhill Center staff after conclusion of the event may result in forfeiture of the security deposit and additional charges incurred are the responsibility of the rental Customer.

The renting organization is expected to leave the room clean at the end of the event. An additional fee will be charged if cleaning is required by staff after the event.

Customer Service staff will be on hand to direct guests to the event. An additional charge of \$30 per hour applies per extra Customer Service staff person for events over 50 attendees, occurring after 7 PM or on weekends, for parties and events with minors, and for events where alcohol will be served. Extra Customer Service staff may be requested by the renting organization at the same hourly rate.

Many rooms feature meeting enhancing equipment. The event holders may use this equipment as part of the rental rate. Additional equipment may be rented by request (see section concerning equipment rental below).

When reserving time, please include time needed for any set-up and breakdown and socializing. The renting organization may begin the event at any time; it is best to reserve blocks of time starting at the top or bottom of the hour. Remember, that in general, events and meetings must conclude by 10:00 PM, Monday-Friday and by 8:00 PM on Saturdays and Sundays unless a prior written request has been

approved by Fairhill Center. Available rooms and rental rates are listed in Appendix A. Appendix C contains room available configurations and occupancy limits.

Equipment Rental

Fairhill Center is able to extend the use of certain equipment for an additional fee. Those running the scheduled event may bring their own equipment, but the Conference and Meeting Room Associate must be told in advance of the event. The rented equipment must be returned at the end of the event in the same condition it was received or a repair/replacement fee will be assessed. Available equipment and rental rates are listed in Appendix B.

Additional Procedures

Catering and Food Service

Events requiring meals must make their own arrangements. Fairhill Center does enjoy the presence of a café in the Main Building that is open to all staff, campus organizations, and visitors. The Café operates from 8 AM to 2:00 PM, Monday-Friday. Vending machines are located on the ground floor near the elevator lobby.

Participants can bring in food and beverages, by “brown bagging” or through catering. Participants are expected to clean up any food and debris. Trash cans and liners are provided to assist in clean up. If caterers are used they will not have access to kitchen facilities for preparation, serving, or clean up. They must provide for the cleaning of any equipment brought in. Any additional clean up required by the Fairhill Staff will result in the assessing of extra fees. Clean up deemed extensive or involving damage to the facility will result in the forfeiture of the security deposit.

Parking

Visitors to Fairhill Center enjoy free parking on a space available basis on the grounds. Events with a large number (75+) of attendees should encourage carpooling to prevent excessive traffic and parking troubles. Guests must avoid parking in locations that hinder the free flow of traffic and the potential blocking of emergency vehicles.

Event Signage

Scheduled events are posted in the South Lobby on the Event Board. Additional event signs can be posted at the Fairhill Center with the prior approval and review of the Conference and Meeting Room Coordinator. Such signage must be limited to information concerning the time, location, and information about the event. Signage must be removed by the renter on the same day as the event.

With advance notice, generally five business days, Fairhill Center can produce basic signage at a fee of \$30 per hour of development and publishing time. Special papers, fonts, and images must be provided by the renting organization.

Storage Room Rentals

Fairhill Center is able to offer a limited amount of storage space to organizations that request longer term, on-going rentals. This space is offered on a “first-come, first-served” basis and only after a need for on-site storage is reviewed by the Fairhill Center Business Offices. A separate fee and security deposit will be charged for the storage space.

Mailbox Space Rental

Fairhill Center is able to offer a limited amount of mailbox space in the Main Building. The mailbox is accessible at anytime during Fairhill Center business hours. This service is available to organizations that run regular, on-going events only.

Staff Guidelines and Procedures – See Appendix E (for Fairhill Staff Only)