



TOWN OF HILDEBRAN FACILITY RENTAL POLICY – Revision 2

PURPOSE:

The purpose of this policy is to provide clarity regarding facility rental criteria and Town and renter responsibilities and expectations. The policy addresses response to requests for refunds and waivers in a fair and consistent manner.

POLICY:

- I. Reservations:** Reservations shall be accepted on a first-come, first-served basis with activities sponsored by the Town of Hildebran given scheduling priority.
 - a. Facility rentals are not allowed if the renter or the renter's organization has any unpaid or past due fees with the Town of Hildebran.
 - b. Reservations are not confirmed until the deposit and all fees are paid in full in cash.
- II. Rental Fees:** A rental fee, as adopted in the Town's fees and chargers, shall be paid at the time of the reservation. In order to qualify for the non-profit rate, the organization must have been in existence for a minimum of six (6) months prior to the rental date and must be listed as active on the NC Secretary of State website.
- III. Rental Deposit:** A rental deposit, as required by the Town's fees and charges, shall be paid at the time of reservation and is fully refundable provided that all rental agreement guidelines are met. Deposit refunds may take up to two weeks to process and will be issued by check and mailed to the renter at the address on the rental agreement. A forfeiture of the deposit may occur if any of the following circumstances are discovered in association with the rental:
 - a. Damage to the grounds, building, furniture, or equipment, not including normal wear and tear.
 - b. Failure to clean the premises after the rental, including taking trash to dumpsters.
 - c. Alcohol is found on premises.
 - d. Prohibited decorations including glitter, confetti, paint or adhesives are used.
 - e. Signage for events is not removed and/or is found on municipal property, street signs, or utility poles.
 - f. An activity occurs on the property that violates any Town of Hildebran ordinance, including the Town's noise ordinance.
 - g. The facility is not vacated by the end of the reservation.
 - h. The key to the facility is not returned by the close of the following business day.

Deposits for any non-profit, business, or organization, including churches, will be refunded to the official name of the group, not an individual.
- IV. General Liability Insurance:** General Liability Insurance is required for all rentals for all events unless otherwise stated in the Town of Hildebran General Liability Insurance Requirements for Rentals, Events and Leases Policy. The proof of appropriate coverage, as determined by the Town of Hildebran General Liability Insurance Requirements for Rentals, Events and Leases Policy, shall be provided to Town staff at least one (1) week prior to the event. If the rental is booked less than one (1) week of the event, general liability insurance coverage will be required by the next business day. If the proper coverage is not provided to the Town by the deadline, the key to the facility will not be checked out to the renter. The Town will then refund all fees and the deposit to the renter.

All non-profits, businesses, and organizations, including churches, must provide the general liability insurance Certificate of Insurance (COI) in the name of the official organization.
- V. Town Access:** The Town of Hildebran Mayor, Council, staff or law enforcement officers are authorized to have access to any activity at any time to ensure the activity is in compliance with the Town of Hildebran's policies and agreements.

- VI. Renter Access and Responsibilities:** Rental of Town facilities includes access to the facility during the timeframe noted on the rental agreement and paid for by the renter. The facility must be cleaned and secured by the end of the event, on the day of the reservation.

It is the responsibility of the renter to review the Town's Facility Rental Policy and to follow all applicable rules and requirements agreed upon in the facility rental agreement. Any issues or concerns discovered during the period of rental should be reported to Town staff as soon as practical.

- VII. Rental Refunds:** All requests for facility rental refunds must be submitted in writing and include an explanation for the request. Refunds will be processed according to the following:
- A full refund is given if the Town cancels a facility rental.
 - A full refund is given due to inclement weather as determined by the Town Manager.
 - The Town Manager, at his discretion, may grant a refund for all or a prorated amount of any fees paid to include unexpected utility failures or any other unforeseen circumstance that results at no fault to the renter.

Failure to pick up the key for the facility during normal business hours will not constitute a refund of fees. The deposit will be refunded on the next check run.

- VIII. Cancellations:** Cancellations must be made at least forty-eight (48) hours before your reserved start time in order to receive a full refund of all rental charges (deposit and all fees). Cancellations made less than forty-eight (48) hours before your reserved start time shall result in a forfeiture of the deposit AND 30% of the rental fee(s), **NO EXCEPTIONS**. In case of a death in the family that occurred before your rental and required a cancellation thereof, a full refund of all rental charges (deposit and all fees) will be issued if proof can be shown of said death. In addition, a full refund of all rental charges (deposit and all fees) shall be issued if a natural disaster or snowfall prohibits the use of the facility.

- IX. Rental Rescheduling:** All requests to reschedule facility rentals must be submitted in writing and include both the current and proposed date/time/location of the facility rental. Rental reservations may be rescheduled if the requested facility and date/time/location is open and available.

- X. Rental Fee Waiver:** All requests for a rental fee waiver must be submitted in writing and include the facility/date/time of the event. The request will be at the discretion of the Town Manager. The deposit will still be required to be paid at the time of reservation and general liability insurance coverage is still required to be submitted to the Town as stated in Section IV above.

A total fee waiver may be applied to Town sponsored events, as approved by the Town Manager. The deposit and general liability insurance requirement for Town sponsored events may be waived at the discretion of the Town Manager.

A non-profit organization, including churches, will not be allowed to sponsor a for-profit company, business or organization for any event in Town facilities in order to receive the discounted rate.

SCOPE:

This policy applies to all individuals, businesses, organizations and non-profits that rent Town facilities for any purpose.

Adopted this 27th day of July 2026.

ATTEST:

Alice Sanders

Town Clerk



[Signature]
Mayor