



Frequently Asked Facility Use Questions and Answers

Question: What is the criteria for using Tampa Heights Community Center ?

Answer: Approval of Facility Use is based on several criteria, including, but not limited to:

- *Eligibility of the individual or group event activity*
- *How the facility use fits in or impacts scheduled school activities at the site or previously approved facility use activities*
- *Whether janitorial, building monitor or other staff is needed and, if so, available*
- *Program activities have priority over activities between the hours of 2:30 pm. - 5:30 pm. Monday - Friday*
- *Verbal commitments for facility use are not binding.*

Question: How do I make a reservation?

*Answer: Any individual, group or organization wishing to reserve a space with Tampa Heights Community Center must first register as with the Facility Use Manager(FUM), by accessing the Online "Make A Reservation" under the link "Facility Rental". Users will register their event and make the **NON-REFUNDABLE FEE of \$128.50 (The None Refundable Fee does not apply to the cost of the rental, and if choose to cancel your event, the Non-Refundable Fee will not be returned.);** and once approved by the FUM, the event will be placed on the reservation calendar as confirmed.*

Question: How do I know my request has been confirmed?

Answer: The building manager will review the request for final approval. Application is not approved until user confirms the date as available. Upon approval, the user will need to print and sign the facility contract agreement form. Users or Groups without a signed contract, will be asked to leave the facility immediately.

Question: What types of activities are allowed?

Answer: Approved community activities may include, but are not limited to: afternoon and evening enrichment classes, dinners, concerts, dramas, dances, parties, scouts, daycare and organizational meetings.

Question: I see various types of events are permitted, but what about recreational and athletic activities?

Answer: Per the Agreement between, Tampa Heights Community Center and User , recreational and athletic forms must accompany a assigned waiver form for all participants taking part in any physical activity. Failure to provide such documents will forfeit the agreement.

Question: Once a request is submitted, how long does it take to be approved?

*Answer: Typically, a reservation is approved once the **\$128.50 NON-FUNDABLE FEE** is paid. However, there are times when the program may be inundated with other requests and it may take longer to process your submission. To ensure your application is processed in a timely manner, requests should be submitted a minimum of **thirty** business days in advance for commercial events and **fifteen** business days in advance for all other activities if the date is available.*

Question: I have a group that meets weekly and will need the same space each month. Is that possible?

Answer: Usually, the answer is yes: however this is dependent on whether or not a concurrent activity is taking place during the time of your request.

Question: How do I know how much I will be charged for use of the building?

Answer: A fee schedule, which list the current rental fees is available on the Make A Reservation web page at www.thjca.org/reservation. There will be a charge per hour as designated on the site. Tables and chairs are included in the rental cost. Any activity which requires security will incur cost at the users expense.

Question: My event was approved, but now I need to make a change to the room/date/time. How do I do this?

Answer: Once the activity has been approved, an FUM may modify based on the request. Please send an email request to sneed@thjca.org and the changes will be made for you.

Question: How will our group be invoiced? When is payment due?

*Answer: An invoice is not generated. The final rental cost is due 30 days prior to your event. It will include charges for time and space used, and any personnel required. **Payment is due 30 days before the event.** Failure to pay will result in revocation of your facility use abilities. Final payment will be made via Paypal -<http://www.paypal.me/THJrCA>*

Question: What Payment options will be accepted?

Answer: For Online payments, credit cards or debit cards transactions using Visa or Mastercard. Those paying with credit or debit card will incur a 2.9% service fee. These fees are charged by Paypal and QVC transition system. If paying in person, the FUM will accept money orders and cash at the time the contract agreement is received.

Question: Is the building have a cut off time.

*Answer: Yes. The building operation hours are from 7:00 am. - 1:00 am. Any event that goes past 11:00 pm. must accompany security to ensure no outside standing or loud conversations are taking place. The building is located in a residential community. All policies concerning residential respectability must be adhered to. **Failure to follow these policies will cause your event to be canceled.***

Question: Can I serve alcohol?

Answer: If the event is BYOB no alcohol can be served in the building. If the User wishes to serve alcohol, an Alcohol Permit will be issued by THJrCA (\$50.00) on behalf of the City of Tampa. Users will be held responsible for any individual resulting in reckless drinking.

Question: Can I use additional facility equipment?

Answer: Yes, users must pay the additional cost at the time of the rental.

Question: Do I need insurance to rent a space?

Answer: Yes, Risk Management requires a Certificate of Insurance and policy number before approval of use. Please speak with the Facility Use Manager for non-certificate events.

Question: I am a resident of the Tampa Heights Community. Do I have to pay the full cost for facility use?

Answer: Community residents wishing to utilize THCA Center for community activities, whether acting as an individual or as part of a group, are subject to the guidelines and associated fees for the type of use being requested.

Question: Do I have to pay for set -up or rehearsal times?

Answer: No. *The hours requested on the reservation are the hours that your group has permission to use and should reflect all set-up, rehearsal, program and take down time as needed.*

Question: When I arrived for my approved activity, another group was in our assigned space. What should I do?

Answer: *With our scheduling software it is highly unlikely, but not impossible, that two groups were scheduled at the same time. Rather, it is more likely that one of the groups does not have an approved permit to use the facility. If there is a conflict, contact the Facility Use Manager (813)-293-6301 to rectify the situation. If the usage is occurring outside and you are not able to resolve the situation with the other group, please email Sneed@thjca.org to report the situation.*

Question: Is every room in the facility available for use?

Answer: Yes. *We do allow other areas in the building for rent. Please see the FUM for cost and reservation.*

Question: Who is responsible for cleaning the facility once the event is over?

Answer: It is the responsibility of the users to ensure all areas in the facility in placed back in its original condition. All trash, spilled drinks, and floor must be maintenance before departing the facility. If this policy is not adhered future reservations will not be prohibited.

If you have additional questions, not answered here, please contact our Facility Use Manager

