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## **Greensboro Sportsplex Facility Reservation Policy**

### **Purpose:**

This document outlines the procedures through which an individual, organization, or group can reserve facilities housed in the Greensboro Sportsplex. The intent of the processes outlined in this document is to maximize the use of the Sportsplex Facility in a manner that is fair, equitable, and consistent with the mission and values of the Greensboro Parks and Recreation Department while balancing the needs and expectations of the Greensboro Community.

### **Facility Offerings:**

#### **The Greensboro Sportsplex offers the following:**

- 8 indoor hardwood basketball courts (can also serve as volleyball courts)
- 4 indoor turf soccer fields
- 3 volleyball courts
- 1 roller hockey rink
- 8 pickleball courts (on select days and times of the week)
- 1 Multipurpose Room
- 1 Activity Room
- 1 Conference Room (2<sup>nd</sup> Floor)

### **Overview**

The information contained in the document establishes the policies and procedures that govern the allocation and use of the Greensboro Sportsplex. Specifically, the document outlines:

**Part A:** Procedures for booking for one-time use

**Part B:** Procedures for booking for tournaments or multiple uses

- All requests for ongoing (repeat) use of facilities by an individual/organization/group must go through the process for booking facilities for leagues or multiple uses
- Event Request timeline details

**Part C:** Pricing for all Greensboro Sportsplex facility uses

**Part D:** Rules and Requirements for the use of facilities



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### General Guidelines:

- Procedures for reserving athletic facilities and all other amenities at the Greensboro Sportsplex are governed by separate guidelines. Contact the General Manager for more information.
- User agrees to abide by all ordinances and regulations of the Greensboro Parks and Recreation Department, and any other governmental laws and regulations applicable to the use of said premises.
- Users agree to hold harmless and indemnify The City of Greensboro and all of their officials, officers, employees or agents, with respect to any injury or property damage caused by the user or user's employees or agents, including damage to park property or other public property.
- No user is permitted to sublease any booked facility to another user.
- Any changes to facility reservations must occur at least 7 days in advance of the original reservation date for one-time use and 30 days in advance for tournament, leagues, and groups with multiple dates reserved to receive credit for future use. Any changes to tournament reservations are subject to the forfeiture of the non-refundable event deposit. All requests for changes MUST BE communicated via email to the General Manager of the Greensboro Sportsplex.
- In the event of a facility closure by the Greensboro Parks and Recreation Department due to inclement weather or another reason, group/organization is responsible for contacting the General Manager via email within 48 hours of closure in order to reschedule or receive credit for closure for the one-time or multiple use bookings

### **Part A: Procedure for Reserving Facilities for One-Time Use**

An individual or group wishing to reserve a facility for a single use or game may do so by calling the front desk. Those customers who make a one-time reservation must pay in full **when the reservation is made**. *Facilities are available on a first come, first serve basis.*

The following policies pertain to reserving a facility:

- Reservations must occur at least 24 hours in advance of the start time of the rental.
- All weekend reservations must be made on or before Friday by 12 pm the week of the desired date.
- No reservations for single use will be processed more than 60 days in advance of the rental date.
- Any special needs must be communicated to the general manager in writing.
- All reservations must be paid at the time the reservation is made. Reservations are not confirmed until payment is received.
- Any changes to the one-time-use reservation must be made by contacting the front desk **at least 3 calendar days in advance**.



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**Part B: Procedure for booking Facilities for Tournaments or Multiple Uses**

Because repeat use of a facility for the purpose of conducting programming or league/tournament play involves an added commitment on the part of both the individual/organization/group renting the facility and Greensboro Parks and Recreation, a separate process for securing space must be followed. This section describes the following:

- How a group/organization establishes its eligibility to rent facilities at the Greensboro Sportsplex
- Specific time frames during which an eligible group/organization may request facility space
- The process through which booking requests received from eligible groups/organizations are considered by the general manager
- How a group/organization retains its eligibility to reserve facilities during future seasons

The General Manager is the Greensboro Sportsplex point of contact for all actions listed in this section.

**Step 1: Applicant Establishes eligibility to rent facilities from the Greensboro Sportsplex:**

- A. Group/Organization applying for eligibility must furnish an event request form to the Greensboro Sportsplex with the following information in order to demonstrate activities will be suitable for Greensboro Sportsplex facilities:
  - Name and contact information of individual representing the group/organization in booking matters
  - Link to group/organization’s website (if applicable)
  - Other information as requested by the Greensboro Sportsplex General Manager.
- B. Once information is received, General Manager evaluates the request to determine if the Greensboro Sportsplex facilities are an appropriate fit for the group/organization’s activities.

**Step 2: Applicant Request Space:**

Submit a **COMPLETED** reservation request form to the General Manager during the dates noted below: NOTE: Incomplete Event Request forms will **NOT** be considered for approval.

*Application Deadlines are as follows for the Greensboro Sportsplex Facility Rentals:*

Reservation Dates	Request Due Date
January-June (Spring)	September 30th(deadline)
July-December (Fall)	February 28th (deadline)

**Step 3: Availability is confirmed:**

- A. Following application deadlines, General Manager will review all requests and confirm availability based on the following criteria:
  1. Annual facility use and maintenance agreement
  2. Greensboro Sportsplex in-house, sponsored, or co-sponsored activity



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3. Historical user group in good standing (facility specific)
  4. Existing or expanding organization affiliated with the Greensboro Sportsplex
  5. New organization to the Greensboro Sportsplex
- B. Scheduling and allocating use within criteria above:
1. Organizations/groups who have used Greensboro Sportsplex Court/Field/Rink/Activity Space in the past and met terms of facility use agreement receive priority in scheduling over those who did not.
  2. Multi-day events will be given priority over single day events
  3. Suitability of use compared with the size of space requested considered
- C. Applicants will be notified of Approval/Denial of Event Request 5-7 business days after the Request Due Date listed in Step 2. Once space is confirmed, the General Manager will reserve the athletic facilities and provide the applicant with the following documents:
1. Event Confirmation Letter
  2. Application Completion Checklist outlining important deadlines
  3. Facility Reservation policy (includes Facility Rules and Requirements)
  4. Facility insurance requirements and examples
  5. Event Agreement
- D. For Conference Room, Activity Room, and Multipurpose Room rentals, the request will be received on a first come first serve basis and rental approvals will be made as soon as possible. Insurance is required for all physical types of activities.

**Step 4: Reservation is secured:**

- A. Once a facility rental agreement is received, organization/group must submit the following to the respective General Manager by the deadlines listed on the Application Completion Checklist
1. Upon receipt of the Event Confirmation Letter, the applicant must submit the signed event agreement along with a non-refundable deposit WITHIN 10 BUSINESS DAYS.
  2. Certificate of Insurance and Endorsements Page listing the City of Greensboro as additional insured and certificate holder (address: 1001 Fourth St Greensboro, N.C. 27405) per terms included on the facility rental agreement is due along with the signed event agreement and deposit.
  3. Event schedule and admissions information are due NOLATER THAN 1 WEEK prior to the date the event is scheduled to begin.
- B. General Manager will contact the organization/group representative who is authorized to make a payment to request deposit payment.
- C. Organization/group is responsible for payment of deposit due. In the event payment is not received within 10 business days after the event agreement is signed and returned, all reservations will be canceled.

**Step 5: Changes, Cancellations, and Refund Information:**

- A. Any changes to facility reservations, excluding cancellations, must occur at least 7 CALENDAR DAYS for



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one time users and 30 CALENDAR DAYS for tournaments, leagues, and multiple date user groups in advance of the proposed date change; an opportunity to reschedule will be provided. All request for changes must be communicated VIA EMAIL to the General Manager.

- B. In the event of facility closure by the Greensboro Sportsplex due to inclement weather or any other reason, the renter is responsible for contacting the General Manager VIA EMAIL within 48 HOURS of the cancellation in order to reschedule.
- C. REFUND INFORMATION
  - If a written cancellation is received 3 months or more in advance of the event date a 100% refund will be remitted to the requesting organization.
  - If written cancellation is received two weeks or more in advance, but less than 3 months of the event date a 50% refund will be remitted to the requesting organization.
  - Cancellation notices received less than 2 weeks in advance of the event date will not receive a refund.
  - Inclement Weather cancellations will receive a 100% refund remitted to the requesting organization.

**Step 6: Determination on future ability to rent space:**

- A. The Greensboro Sportsplex reserves the right to cancel a reservation or facility rental permit at any time. Actions which may warrant cancellation include:
  - 1. Rental fees and/or required documentation are not submitted/paid by specified deadlines;
  - 2. Facility damages caused by an organization/group and any violation of any rules, regulations, and laws;
  - 3. Organization/group violates the Greensboro Parks and Recreation departments discrimination policy which prohibits discrimination on the basis of race, religion, color, gender, national origin, age, disability, or any other basis prohibited by state or federal law;
  - 4. Dangerous or violent behavior;
  - 5. Progressive disciplinary measures to address behavior problems of spectators, coaches, officials, staff or participants are not established and followed;
  - 6. Organization/group violates regulations as related to concessions, advertising, or charges admission fees for games on public recreation facilities without prior permission.
  - 7. Unauthorized use of alcohol.
- B. Organizations/groups retain their eligibility to rent facilities in subsequent seasons provided the terms and conditions listed in this document and the facility rental agreement are met.
- C. After two years (i.e. Spring 2018/2019, Fall 2018/2019 or spring and fall 2018 and 2019) of utilizing specific facility space through proper procedures, Historical User Group Status is afforded to the respective organization/group for facilities used. This status extends added priority in scheduling to the respective organization/group as noted in step 3, section B.

## **Part C: Pricing for all Greensboro Sportsplex Facilities**

### **Sportsplex Facilities:**

#### **Basketball/Volleyball Courts**

- Single Court rentals for one time users - \$60/hour/court
- Tournament Pricing - \$40/hour/court\*\*\*\*(*Tournaments and special event pricing may be negotiated under special circumstances*)
- Team Practice rentals ongoing - \$40/hour and a half/court (*special hours are reserved for practices*)

#### **Roller Hockey Rink**

- Single rink rentals for one time users - \$60/hour/court
- Tournament Pricing - \$40/hour/court\*\*\*\*(*Tournaments and special event pricing may be negotiated under special*)

#### **Soccer Fields**

- All indoor soccer fields are contracted and scheduled through SoccerOP! Reservations can be made by contacting:
  - o Chad Heinicke, 336-209-9160 or [chad.heinicke@gmail.com](mailto:chad.heinicke@gmail.com)

#### **Conference Room**

- All rentals - \$60/hour
- The room can be reserved in conjunction with tournaments and special events for no additional fee

#### **Activity Room**

- All rentals - \$60/hour
- The room can be reserved in conjunction with tournaments and special events - \$30/hour additional

#### **Multipurpose Room**

- On time rentals - \$60/Hour
- Ongoing rental (4 or more sessions) - \$30/hour \**Rentals that require more than 10 sessions booked at a time pricing may be negotiated under special circumstances.*

## **Part D: Rules and Requirements**

**As the Greensboro Sportsplex is a public facility, we strive to maintain an atmosphere that is appropriate for all ages, both in the facility and on the facility grounds, which will be called the premises throughout these rules. In order to accomplish this goal, the following rules will apply to all participants and spectators.**

**No weapon of any kind allowed on the premises.**

- No fireworks allowed on premises.
- No coolers of any kind may be brought into the facility. All coolers must be left outside the facility.
- No alcohol or illegal substances may be displayed or consumed on the premises.
- Unruly and boisterous behavior will not be tolerated in the facility or on the grounds.
- Alcohol use is prohibited within the facility.
- No gambling allowed on the premises or in association with any event on the premises.
- Loitering and congregation are prohibited on the premises.
- No disorderly or inappropriate conduct allowed – defined as using profanity or insulting language, threatening or fighting of another person(s), exhibiting any intimidating behavior, or inappropriate sexual contact or any other behavior the staff of the Sportsplex finds detrimental to other clients or staff. The staff of the Sportsplex has final authority on what is appropriate and inappropriate behavior.
- The Sportsplex is a pay for play facility, meaning that anyone participating in the use of court/field/rink

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## Conference Room

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## Activity Room

- All rentals - \$60/hour
- The room can be reserved in conjunction with tournaments and special events - \$30/hour additional

## Multipurpose Room

- On time rentals - \$60/Hour
- Ongoing rental (4 or more sessions) - \$30/hour \*Rentals that require more than 10 sessions booked at a time pricing may be negotiated under special circumstances.

If a gate fee is charged for admission by the organization/group, the Greensboro Sportsplex will require a 10% fee of earned revenue from the gate.

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space in the facility must be a paying member or daily guest in good standing. Only banded participants (paid) are allowed on any playing surface at any time. Coaches must wear bands as well to take part in training.

- No throwing, spitting or dropping of objects with the intent to strike another person(s).
- Shirts must be worn at all times in public areas.
- No skating on wooden surfaces. (This includes tennis shoes with rollers.)
- Food and drink are NOT ALLOWED on the playing surfaces, with the exception of water.
- No hanging on curtains, volleyball nets, or on any other equipment.
- Banners are NOT to be taped to any surface in the facility.
- Parents are responsible for supervising all children (participants and spectators) brought into the facility to ensure they are not interfering with other programs within the facility.
- Participants using any playing surface in the facility must provide their own equipment or there is a rental fee for all equipment. Scheduled programs will provide balls unless otherwise noted.
- No items shall be sold on the premises with the exception of vendors who have proper vendor agreements in place with the Sportsplex management.
- Everyone (participants and spectators) must sign in before entering the facility.

**Failure to follow these rules may result in the participant(s)/spectator(s) being asked to leave the Sportsplex premises and may result in a ban from the premises. The Sportsplex is not responsible for any lost, damaged or stolen property. All children under the age of 14 must have parental or guardian supervision when in the facility. The Greensboro Sportsplex is a facility owned and operated by the City of Greensboro Parks and Recreation Department**