

Facility Rental Process

1. Facility reservations are first-come, first-served and may be made up to a year in advance. Potential Renter should complete the Facility Rental Application to begin the process.
2. The Facility will review the Rental Request and notify Renter of availability and ability to accommodate the request.
3. Upon approval, the Renter is required to sign the Facility Reservation Agreement and pay all applicable reservation deposits (converts to a damage and cleanup deposit). Reservations are held up to 14 calendar days from the date the rental application is submitted and are not considered confirmed until payment of the deposit and the signed reservation agreement are on file.
4. If a signed contract and deposit are not on file by 14th day, the date hold will be removed.

Reservation Holds

Reservation date holds are held up to 14 calendar days from the date the rental application is submitted and are not considered confirmed until payment of the deposit and the signed reservation agreement are on file. If another party is interested in a tentative date, the current holder will have until the 14 day hold is expired or 3 full business days from contact to submit the deposit and signed agreement (the earlier of the two dates will prevail); otherwise, the tentative hold will be released on the fourth business day.

Billing and Payment

Full payment for rental fees is due 30 days prior to the event. Rental fees for events booked less than 30 days prior to the event date are due with the deposit and reservation agreement. Payments may be made with cash, credit card, money order, or check payable to the Asian American Resource Center. Cash and credit card payments must be made in person. MasterCard, Visa, Discover and American Express are accepted. There is a \$35 cash fee on all returned checks.

Deposits/Date Confirmation

Upon approval of the Facility Rental Application and selected event, the reservation deposit must be paid and the Facility Reservation Agreement signed. The reservation deposit converts to a damage and cleanup deposit.

Cancellations

Cancellation 30 days or more prior to rental date will be refunded 100% of all paid rental, staff and utilities and deposit fees. Cancellation less than 30 days prior to the event date will be assessed the full rental fee and only deposit and staff and utilities fees will be refunded after applying to any rental fees. All cancellations must be in writing.

Deposit Refunds

Deposits will be returned upon final inspection of the spaces used. If areas used are restored to original condition, clean and without damage, and the Renter does not use the facility beyond the hours agreed to in the reservation agreement, the deposit will be returned in full. Deposits paid by check or cash will be mailed from the City of Austin to the Renter who signed the reservation agreement within 30-45 days following the rental date. Deposits made by credit card will be refunded within 10 business days following the rental date.

New Reservations and Changes to Existing Reservations

Requests for new reservations and rental time changes to existing reservations must be received two weeks before the event. With less than two weeks' notice, a reservation and/or change cannot be guaranteed.

Coordinating a Rental Event

1. Review the rental page on the website to view spaces and rental policies.
2. Complete and submit the Facility Rental Application.
3. The Event Coordinator will review the rental application for date availability and setup a meeting to tour the facility, determine which spaces meet your needs, provide you with a fee assessment and answer any additional questions.
4. Once the event date is booked, depending on the size and type of event, at least one pre-event walk through may be required two weeks prior to the event to include Renter, Event Coordinator, and vendor representatives (caterer, sound technician, etc.).

What types of events can the facility be rented for?

The Asian American Resource Center (AARC) is available for a wide variety of indoor and outdoor rentals including community events, non-profit events, business events, meetings, lectures, classes, banquets, and more. Due to AARC programs and community events at a high demand, the ballroom may not be rented for ongoing recurring or repeat events during a calendar year; meeting rooms are available for this purpose. The AARC does not rent space for life, family or personal events such as weddings, birthdays, quinceañeras, family reunions and social gatherings. This allows for more space availability for community organized events.

City practices do not allow for external agencies to hold news/press/media conferences at City facilities. Please inquire with the event coordinator for more information.

Please note that rental activities may not interfere with the normal public operation of the facility and are subject to the policies and guidelines listed below, as well as those outlined in the AARC Reservation Agreement.

Rental Hours

The facility is available for event rentals seven days a week between the hours of 7am -11pm, with the exception of City of Austin Holidays when the facility will be closed. Rental periods include all setup and clean-up time and cleanup may not extend past 12pm midnight.

Any use of the space(s) beyond the rental time in the reservation agreement will be billed to the Renter at the hourly rate plus staff and utilities for each rented space.

Policy on Availability

The AARC is dedicated to providing public events and programming throughout the year, therefore the facility may not be available for rent on requested dates. The Event Coordinator will work with organizations and individuals to find a suitable date.

The AARC is a public and multi-use facility; therefore no Renter shall have exclusive rights to the facility, however only the Renter and guests will have access to the room(s) rented.

Holiday Rentals/Facility Closures

All Parks and Recreation Department facilities will be closed and are unavailable for rental on the following holidays:

New Year's Eve and Day

Veteran's Day

Martin Luther King Day

Thanksgiving Day

President's Day

Thanksgiving Friday

Memorial Day

Christmas Eve

Independence Day

Christmas Day

Labor Day

What are the rental fees for spaces at the facility?

All fees are assessed in accordance with the current City of Austin Parks and Recreation Department (PAR) Fee Schedule.

Collaborations

PAR facilities determine programming priorities based on public input. PAR programs also take into consideration its mission, values and audience. Once the PAR facility has determined how it will meet community needs through programming, it may meet with a community group or individual who may suggest a program component that is relevant to the programming priorities.

Collaboration applications are available upon request.

Co-Sponsorships

Community events may be eligible for co-sponsorships if they are consistent with City of Austin and PAR's mission, provide a valuable public benefit beyond the intrinsic value of the program, and are open to the public.

Co-sponsorship events require a customized agreement between PAR and the community group which varies according to the size of the event. The agreement will outline the "value for value" relationship between what the community group is going to provide and what PAR will provide for the event. Large-scaled events (over 1000 attendees expected) are handled by PAR's Special Events Office and must meet the requirements of the Special Events Ordinance.

Co-sponsorships applications are initiated by the Division Manager and reviewed and approved by the Division Director and Assistant City Manager.

Fee Waivers

Citizens may directly request fee waivers from City Council. The City Council may elect to waive all or a portion of the rental fees.

Responsible Party/Minors

The company/organization or person booking the facility is considered the event organizer and responsible person financially and contractually for the event. Violation or disregard for facility rules and policies may result in the following: ineligibility to make future reservations, removal, fine, arrest, legal action, cancellation of reservation and/or forfeiture of all fees and deposits. The responsible party/contract holder must be on site at all times during a rental.

Minors under the age of 18 must remain under the direct supervision of adults or a person age 18 and over at all times. Minors may not be left unsupervised in the facility while parents or guardians attend meetings/events.

Subleasing

At no time shall a user sublease or assign its reservation to another individual, group or organization. Facility renters are not allowed to change rooms with other facility users or renters.

Are there any spaces available at no-charge?

The AARC has two community rooms which are offered free of charge, on a first-come, first-serve basis. Each of the two community rooms has specific guidelines for use of the rooms. These rooms are for programs that are open to the public and do not charge a fee and cannot be reserved more than 90 days in advance or scheduled for sequential events. The community rooms are only available during regular business hours.

Insurance Requirements

Insurance naming the City of Austin as additional insured is required for all public* events, rental/use of the commercial kitchen and those that involve running, biking or walking, athletic competitions, events where alcohol is consumed and when third party vendors will conduct work on site or when required by the facility.

Additional insurance may be required of permit requestors (liquor, moonwalks/rock walls/other approval amenities) or as required by the Facility Reservation Agreement. All rentals requiring insurance are due on file 10 business days in advance of rental. *Public events in the classrooms and conference rooms do not require a certificate of insurance.

Large Events

Events with 1000 or more attendees are considered Special Events, triggering additional requirements and will be coordinated in cooperation with the PARD Special Events Office.

Permits

Some rental activities require a permit to operate, including but not limited to such things as serving and selling alcohol, health catering and food concessions for public events, moonwalks and rock-climbing walls and amplified sound. Additional permits may be required for tents, outdoor stages and other items specific to large gatherings. Obtaining the permits is the sole responsibility of the Renter and is at the Renter's expense. All rentals requiring permits are due on file 10 business days in advance of rental. Please allow ample time to apply for and receive permits prior to the event date.

Sale and Service of Alcohol

A request to sell or serve alcohol to the public at the facility will require submission of a use of alcohol request form 30 days or more before an event with signed approval from the PARD Director, general and liquor liability insurance, TABC permit for the sale of alcohol and the condition that the Renter understands and accepts the PARD policies. Public events that will sell or serve alcohol also require a licensed peace officer. All TABC laws must be followed while on site and no person under the age of 21 can be served alcohol under any circumstance.

The alcohol sales and consumption policy and procedures are located on the PARD Special Events website.

Food and Beverage Samples and Concessions

The sale and/or distribution of food must be in compliance with all applicable health codes and obtain all necessary permits. Organizer must submit a list of all food and beverage vendors and a copy of all Health & Human Services Department issued permits for the event.

Kitchen Facilities and Catering

The facility has a commercial kitchen available for use with a paid ballroom rental. Kitchen rental use requires a kitchen rental fee, certificate of insurance, and a temporary food permit regardless of whether event is public or private. If the above requirements are not met, under no circumstance will use of the kitchen be allowed. Renter must comply with commercial kitchen policies and regulations.

Vendors

The center does not have exclusive service providers such as caterers or decorators, however a list of providers that have serviced events at the center can be provided upon request. All third party providers/vendors must be licensed, qualified and insured as applicable.

ATM Services

The facility does not have onsite ATM's. Vendors are encouraged to accept all methods of payment such as cash and credit cards. The facility has free public wireless internet available on site.

Available Equipment

The facility has a variety of equipment available, some which is included in the rental and some at an additional charge. Please view the available ballroom equipment [here](#) and the equipment fees [here](#). All equipment is available in limited quantities and any additional items beyond what the facility can provide may be rented from an outside rental company at the Renter's expense.

The facility does not provide any decorator services such as table linens, decorations, or backdrops.

Not all furniture or equipment can be moved or removed in event spaces.

Wi-Fi

The AARC offers free, public wireless internet for center visitors and renters and attendees. Wireless Internet service is vulnerable to interference from other wireless devices and may experience interference due to high volumes of usage. Depending on the internet requirements for an event, a renter may wish to purchase a wired, dedicated Internet connection to ensure sufficient internet capabilities. A password is not required to access the internet.

Storage

The facility will not accept any freight, packages or other delivered items on behalf of the Renter. Items may not be stored before or after the contracted reservation time.

Loading Zone

The loading zone is for loading and unloading only. Vendors and Renters should bring their own cart, dolly or other equipment to transport items. After items have been removed from vehicle and placed in loading dock, vehicles must be moved to parking area. Vehicles may not be left in the loading dock area for any reason except for loading and unloading.

Room Setup

AARC Staff will setup the Ballroom and Foyer with AARC owned furniture and equipment. The classrooms and conference room have a standard setup and custom setups are the responsibility of the Renter. Additional tables and chairs may be requested.

Room Cleanup

The Renter is responsible to return all rented space(s) and support spaces (kitchen, restrooms, etc.) to its original clean condition. The renter may opt to complete the cleaning with their team, volunteers or hire their own cleaning crew OR a custodial cleaning service can be booked through AARC for an additional fee.

Cleaning requirements include but are not limited to removing decorations and any items brought to the facility for event, wiping down tables and chairs, taking down all tables and chairs and returning to storage in the Ballroom and Large Main Meeting room to allow for cleanup, returning the conference and classrooms to the original setup, sweep, mop and/or vacuum floors, and removing and placing all trash and debris resulting from Renter activity in outdoor trash and recycling receptacles. Liners must be replaced in all trash cans. Cleaning equipment is available in the janitorial room. Damages that may have been incurred during the event should be reported. On site event staff will assist you with locating cleaning supplies, identifying the location to return tables and chairs and will inspect the facility and rented areas with the Renter at the conclusion of the event.

Recycling Policy

The City of Austin highly encourages recycling in our community, especially in all city facilities. Recycling bins are conveniently located throughout the facility. Recyclable materials include paper, cardboard, plastic bottles, aluminum, metals and glass. Please do not place cans, bottles, and clean cardboard in the trash containers. Contaminated material such as paper plates with food, pizza boxes, etc. should be placed in the trash.

At the end of event, renter should place all recycling including flattened boxes in the green exterior recycling dumpster. Renters are requested to please encourage their guests to use the recycling containers provided.

Disposal of Garbage and Recycling

The AARC provides one 4-yard dumpster and one 4-yard recycling container at the AARC. In some cases, the AARC may require a renter to rent additional on-site dumpsters for an event. Renter is also responsible for the expense for excess amounts of trash left when additional trash pickups are required.

Event Staff

The Parks & Recreation Department requires staff to be on site at all times to monitor, inspect and secure the facility. During events, AARC staff will be available to open and close the facility, work closely with the primary event contact to answer questions and provide assistance, setup and troubleshoot AARC A/V equipment, ensure that the event ends as scheduled on the rental contract and that facility is clean and ready for the next scheduled use and emergency assistance. They are not available to volunteer at or staff events, serve as in room A/V technicians for rental events, assist renter setup, cleanup and takedown and/or supervise minors

At the conclusion of the event, the event staff will provide the renter primary contact a rental cleanup checklist form for cleanup at the end of the event and conduct a joint inspection of the space. The event staff will submit a report to the event coordinator which will include the rental inspection checklist; any documented damages, if all equipment was returned, the actual arrival and departure time and if there were any violations of the signed and approved rental contract. This report will help determine the amount of the deposit to be refunded.

Facility Alterations/Decorations

Renters are not allowed to use any decorations, nails, signage or make any other changes that would cause any changes, alterations, or repairs to the interior or the exterior of the facility without advance approval from the AARC staff. No items may be attached or hung from exhibits, ceilings, walls, glass or building structure with tape, adhesives, wire, staples, tacks, glue and other similar items. Items may only be attached to open areas of the walls with painters tape.

The following décor items are prohibited: glitter, confetti, cascarones, rose petals, rice, birdseed, fog machines, sparklers and open flames. LED candles are permitted.

Prohibited Materials

The use of the following items is prohibited at the facility: Styrofoam, glass bottles, and single use carry-out bags. In favor of our environment, use of paper, aluminum and other recyclable materials is encouraged.

Smoking

The Asian American Resource Center (AARC) is a tobacco-free facility of the Austin Parks and Recreation Department (PAR) based on the Director's approved tobacco-free policy restricting tobacco use at any time on AARC property, including personal vehicles parked in AARC parking lots. All facility renters are required to enforce the tobacco-free campus policy to program participants and event and meeting attendees during all terms of the contract.

Per the tobacco-free policy, tobacco use is defined as use of cigarettes, cigars, chewing tobacco, snuff, pipes, snus, electronic cigarette and any non-FDA approved nicotine delivery device.

Animals

With the exception of guide animals, animals are prohibited inside the facility. Leashed animals are permitted outside.

Parking

The parking lot can accommodate 93 vehicles (including ADA and fuel efficient spaces) and spots are available on a first come, first-serve basis. The AARC cannot guarantee parking availability. For events with a projected attendance exceeding available spaces, the Renter should contact the Event Coordinator for use of overflow parking, submit a plan for off-site parking or planned use of alternative modes of transportation.

Parking is not allowed in the loading area except during load-in and load out and no parking is allowed at any time in the fire lanes, grass area, AARC reserved spaces, or adjacent parking lots without prior written authorization. Renter is responsible for the enforcement of fire lanes and "no parking" zones during their event.

Guests should not park at any time in neighboring parking lots, unless permission has been received and is provided in writing.

Accessibility

The City of Austin is proud to comply with the Americans with Disability Act. While we make every effort to ensure accessibility of our facilities, should you require additional assistance for facility usage, reasonable accommodations will be made for qualified persons with disabilities.

The AARC is responsible for the permanent building access requirements such as, but not limited to: wheelchair ramps, restroom standards, and hallways and doors. The Renter is responsible for non-permanent accessibility requirements related to the rental event, such as, but not limited to: seating accessibility, assistive listening devices, sign language interpreters, signage and other auxiliary aids.

A wheelchair ramp for the ballroom stage is available upon advance request.

Emergency Procedures

The AARC is equipped with closed circuit television camera mounted in various locations inside and outside. These cameras are monitored.

In the event of an emergency, the renter or any person on site may dial 911 from a phone or notify AARC staff on site. All on site incidents and participant injuries must be reported to AARC staff for assistance and documentation. Incidents are defined as damage to property, inappropriate behavior, health or safety concerns and participant injuries are defined as requiring 1st aid, professional medical care and/or when 911 is called.

Evacuation is required any time an audible fire alarm sounds. A general fire alarm can be heard throughout the facility using sirens and strobes. No one should re-enter the building until the all clear has been communicated by the AARC staff.

Access to exit doors must not be blocked at any time.

Mother Friendly Room/Lost and Found

The AARC provides a mother friendly space/lactation room in classroom#7 or other space as available. Please contact staff for access.

All found items will be turned into the AARC Reception Office and logged in for tracking purposes. Any item unclaimed after 30 days will be disposed of in a manner deemed practical by the facility including donation to a charitable organization or disposal of non-value items.

Event Information/Marketing

AARC staff will provide a calendar of events at the facility to the community. An event information sheet will be provided at the time of the reservation for any rental events which are open to the public. This information may be used in the AARC calendar of events, email blast and website.

Use of the AARC, Parks and Recreation Department and City of Austin logo is not allowed for rental events unless the event is a co-sponsorship or collaboration.

Feedback

We value our Renter's opinion and are committed to providing a quality experience at the AARC. An online facility rental survey will be provided immediately following your event which may be returned to the Event Coordinator.