



# Rental FAQ

- **WHAT SERVICES AND AMENITIES ARE INCLUDED IN THE FEE?**
  - We offer venue rentals only.
  - We do not offer planning, setup/cleanup or event onsite services. However, we offer scheduled, self-guided planning sessions for renters as well as video tutorials for the kitchen appliances and projector to ensure renters are informed about the facility and equipment.
- **CAN I COME SEE THE SPACE?**
  - Yes, we would be happy to open the space for a scheduled tour and answer any questions to help you make your decision to book. Once the space is booked, you will be able to plan a 30-minute planning session for your planning needs.
- **HOW DO I HOLD A DATE?**
  - To hold a date, you will need to fill out an inquiry form. Then, we will place a 3-day soft hold while you have time to review and accept your rental estimate. A hold is not secure until a signed contract is returned via Adobe Sign with the required booking fee via Paypal.
- **WHAT FORMS OF PAYMENT DO YOU TAKE?**
  - Due to limited staff capacity, we request all transactions, agreements, and documents be completed electronically via Adobe Signature and Paypal. You do NOT need a Paypal account to make a payment with a debit/credit card in Paypal. We will provide reasonable accommodation for those who have been deemed incapable of completing documents or payments in this manner. Please contact [rentals@jacksonvillecommunitycenter.org](mailto:rentals@jacksonvillecommunitycenter.org) to discuss your options.
- **WHEN CAN WE START SETTING UP FOR OUR EVENT?**
  - Your setup time starts at the time of your contracted rental time.
- **WHEN DO I NEED TO HAVE EVERYTHING OUT OF THE SPACE?**
  - We require everything out of the space at the end of your contracted rental time. Depending on the event, we recommend gathering a team to complete the required closing-list.
- **WILL THERE BE A JCC STAFF MEMBER AVAILABLE AT MY EVENT?**
  - No, all questions will be answered prior to the event. You will have multiple opportunities to ask any questions throughout the rental process. There is an emergency call line available for extreme emergencies ONLY (fire, flood, or gas leak).
- **DO YOU HAVE A SOUND SYSTEM?**
  - Yes, we two speakers available for the microphone and to plug in a phone or laptop. You will need to bring your own AUX cord to hook up your phone or laptop.

- **DO YOU PROVIDE TABLECLOTHS?**
  - No, we do not offer tablecloths. The only equipment available for use is listed in the Equipment section of the Facility Guidelines.
- **ARE THERE DECORATING RESTRICTIONS?**
  - Yes, you only affix objects to the walls with painters tape or command strips.
- **CAN TWO EVENTS HAPPEN SIMULTANEOUSLY ON MY EVENT DAY?**
  - Yes, if you did not rent all rooms there is a possibility that another event will occur at the same time in the adjacent room. Please be aware if you rent half the Great Room, that the divider does not sound proof each room.
- **DO YOU REQUIRE A SECURITY DEPOSIT?**
  - Yes, we require a refundable damage deposit which varies depending on the room rented.
- **DO YOU HAVE RESTROOMS?**
  - We have two accessible restrooms available to the Great Room and one restroom for the Cottage.
- **IS IT WHEELCHAIR ACCESSIBLE?**
  - Yes, our venue and restrooms are all accessible.
- **WHAT IS THE VENUE CAPACITY?**

	Sitting	Standing
Great Room	60-80	102
½ Great Room	30-35	40
Cottage	10-15	28
Catering Kitchen	N/A	12

- **CAN I PROVIDE MY OWN ALCOHOL?**
  - Yes. We do require a one-time event insurance policy. Alcohol may only be brought in by the host of the event.
- **WHAT TYPE OF FOOD CAN I SERVE AT A PUBLIC EVENT WITHOUT A LICENSE ACCORDING TO Oregon Health Authority (OHA)?**
  - Non-potentially hazardous confections
    - (fudge, salted caramels, chocolate covered marshmallows)
  - Commercially prepackaged ice cream and frozen desserts sold in individual servings
  - Commercially pickled products, commercially processed jerky, nuts, nutmeats, popcorn, and prepackaged foods such as potato chips, pretzels, and crackers
  - Unopened commercially bottled and canned non-potentially hazardous beverages to include alcoholic beverages
  - Coffee and tea, with non-potentially hazardous ingredients
  - Non-potentially hazardous hot or cold beverages prepared from individually packaged powdered mixes and commercially bottled water, not to include fresh squeezed juice

- **CAN I HOST BOTH MY WEDDING CEREMONY AND RECEPTION?**
  - Yes, we have had both events in the Great Room. See the gallery of events for more setup ideas.
- **ARE THERE OTHER FEES?**
  - Yes, if your event extends past 8pm with alcohol there will be a \$30 surcharge. Please see the Rates sheet for more information regarding fees.
- **ARE TABLES AND CHAIRS PROVIDED?**
  - Yes, tables and chairs are included in your rental fee, see equipment section of guidelines for quantity. Prepare for self set up and clean up for your event. There will not be a staff member on site to help.
- **WHAT IS REQUIRED FOR CLEAN UP?**
  - See the closing list which is required to be signed and completed to receive the security deposit.
- **CAN I HAVE ACCESS TO THE VENUE FOR REHEARSAL PRIOR TO THE EVENT?**
  - Yes, you will need to pay for this rehearsal time and inquire early to book the space.
- **DO YOU HAVE AN ELEVATED STAGE?**
  - No
- **DO YOU HAVE A PROJECTOR AND/OR PROJECTION SCREEN?**
  - Yes, we do have 2 screens in the Great Room (one accessible if you only rent ½ the Great Room), 1 in the Cottage and projector for your use.
- **WHAT IS THE PARKING SITUATION?**
  - Parking is available on both 4th and East Main St. Five public accessible spaces are available in the front of the building. Additional parking within walking distance can be found at Doc Griffin Park located West of the JCC.
- **WHAT IS YOUR CANCELLATION POLICY?**
  - A full refund, minus the booking fee, will be given with a 30 day or greater notice of cancellation. Cancellations 29-15 days before the event will be refunded the damage deposit and 50% of the rental fees minus the booking fee. Cancellations within 14 days or less before the event will only be refunded the damage deposit.
  - Cancellation Policy for extended rentals that include all rooms and grounds, room rentals consisting of 10 or more consecutive hours, and rentals of the Cottage and the Great Room at the same time for more than 7 consecutive hours will be refunded the damage deposit and 75% of rental fees with a 90 day or greater notice of cancellation. Extended rental cancellations 60 days or more before the event will be refunded the damage deposit and 50% of the rental fees. Extended rental cancellations within 59 days or less before the event will only be refunded the damage deposit.
  - Please notify JCC of any change in contact info. Deposits will be refunded two weeks post-event. A date change will be considered on a case-by-case basis.
- **HOW FAR IN ADVANCE SHOULD I BOOK?**
  - We require at least 30 days advance notice. Exceptions are made only for celebration of life events or memorials where we require at least 14 days notice.

- **WHERE DO GUESTS ENTER?**
  - There is a main entrance to the Great Room located on the east side up the ramp. It will be the only door labeled “Main Entrance” with the JCC logo.
- **WHAT TIME AM I ABLE TO BOOK THE SPACE?**
  - 7am-10pm
- **WHERE CAN MY CATERER or FOOD TRUCK PARK?**
  - Back, gravel driveway. There is a plug-in available for food trucks.
- **I AM RENTING THE COTTAGE OR ½ THE GREAT ROOM, IF WHEN WE ARE CLOSER TO THE EVENT AND NEED MORE SPACE, CAN WE CHANGE THE CONTRACT?**
  - Yes, only if the space is available. This request will need to be made at least 1 week in advance.
- **IS THERE A DIVIDER WALL IN THE GREAT ROOM?**
  - Yes, but it is not sound proof. If you only rent ½ the Great Room, please be prepared for another event to occur in the adjacent room.
- **CAN I USE AN EVENT/WEDDING PLANNER?**
  - Yes. We prefer the use of an event/wedding planner or organizer for more extensive events as it will allow for a more successful event, because they are experienced with such details.
  - We do not offer planning services and our staff is only available to help with the initial booking of the space.
- **ARE PETS ALLOWED?**
  - TBD - ask LH