

City of Canyon Lake

Facility Use Policy

Intent and Purpose

The purpose of this policy is to establish the rules, regulations, and procedures governing the use of facilities owned and operated by the City of Canyon Lake (“City”). It is the intent of the City to allow the use of the specified facilities for the benefit of the applicant (approved user), without the interference of City operations. Fees charged for the use of City facilities are intended to partially recoup ongoing maintenance and operation costs of the facility. This policy applies to all applicants.

This policy may be amended by the City Manager at any time to reflect changes in technology, regulations, organizational needs, or unforeseen circumstances.

Definitions

- a. **Department Head** shall mean an individual who holds a senior management position overseeing and leading a specific department or division.
- b. **Staff** shall mean all employees not classified as department heads.
- c. **Designee** shall mean an individual selected or appointed by the City Manager to carry out specific duties.
- d. **Facility** shall mean the designated facility authorized areas within the City of Canyon Lakes owned buildings (i.e., Council Chambers)
- e. **Applicant** shall mean an individual or group, which submits a completed City Facility Use Application and required deposit to use the facility, pursuant to the terms of this Use Policy.
- f. **Qualified Community Group** shall mean any group of individuals organized around a common purpose that provides public benefit within the City of Canyon Lake. This includes 501(c)(3) and other registered nonprofit organizations, unincorporated associations, neighborhood groups, cultural organizations, or similar collectives. The group need not be a formal legal entity but must demonstrate an established purpose, public benefit, and a clear connection to the City of Canyon Lake.
- g. **Rental Fee** shall mean the charge levied for the use of the facility.
- h. **Cleaning Fee** shall apply to reservations to offset routine janitorial services after the event.
- i. **Hold** shall mean temporary reservation or interest placed on a facility by an applicant prior to final confirmation of booking.

- j. **Security Deposit** shall mean a deposit that covers potential damage or excessive cleaning costs required for reservations.
- k. **User** shall mean the user or organization granted use of the facility.

Applicant Classifications

- **I:** Other government, school district, official public service agencies
- **II:** Qualified Community Groups
- **III:** Non-profit organizations (501(c)(3))
- **IV:** Private Canyon Lake resident or Canyon Lake business use/Outside Entity

Fees, Deposits, and Refunds

All applicants are subject to rental, cleaning, cancellation fees, and deposit requirements as established by the City Council and adopted by formal resolution (Resolution No. [Insert Resolution Number]).

Rental and associated fees may be paid by personal check, or credit card. A refundable security deposit is due upon application approval and must be paid in full no later than seven (7) calendar days prior to the scheduled reservation date. Failure to remit payment by this deadline may result in cancellation of the reservation.

Qualified Community Groups (including registered 501(c)(3) nonprofits and other eligible entities) may be eligible for reduced rental rates as described in this policy. A cleaning fee applies only if food or beverages are approved as part of the reservation. When charged, the fee is non-refundable.

Refunds of security deposits will be issued following a post-event inspection that confirms the facility was returned to its original condition and no policy violations occurred. Additional charges may be assessed if damages or excess cleaning are required beyond standard janitorial services.

City Council Members and City staff may reserve the facility for official City business at no charge, provided that the hosting Council Member or staff representative is present for the duration of the meeting. City staff and City Council Members must still comply with all other terms of this policy, including scheduling, setup, and cleanup requirements.

Rental fees shall be increased annually, effective July 1, 2025, and on each July 1 thereafter, based on the percentage change in the Consumer Price Index (CPI) for the prior calendar year, not to exceed three percent (3%) annually. Such adjustments will be incorporated into the adopted fee resolution and publicly posted.

Rental Fee Waivers for Qualified Community Groups

Qualified Community Groups may request waiver of the facility rental fee. Request for a waiver must be submitted in writing at the time of application and must include:

- A description of the groups mission and purpose
- A description of the event or activity
- An explanation public benefit and financial need
- The requested fee(s) to be waived
- Confirmation that the event is non-commercial and not intended to generate private profit

In determining whether to grant a fee waiver, the City Manager shall consider the following criteria:

- **Public Benefit:** Whether the event, program, or activity serves or is open to the general public or benefits a significant segment of the community.
- **Mission Alignment:** Whether the purpose of the activity aligns with the City's goals, such as civic participation, youth development, public health, or environmental sustainability.
- **Non-Commercial Intent:** Whether the event is non-commercial in nature and not intended to generate private profit.
- **Financial Need:** Whether the applicant demonstrates a financial need or lack of access to other resources.
- **Impact on City Resources:** The cost to the City, staff impacts, and scheduling considerations.

The City Manager may attach reasonable conditions to any fee waiver and may require the applicant to report on the outcome of the event of the event or activity. Fee waivers may be revoked if the event purpose is misrepresented or if conditions are not met.

The total value of fee waivers granted on any fiscal year may be subject to an annual cap as determined by the City Council. Fee waivers are discretionary and are not guaranteed.

Applicant Procedures and Policies:

An individual or representative of a group can secure a hold to City facilities by submitting the required reservation application. Reservations will be finalized after the security deposit (payment) has been received.

The applicant shall be classified and assigned a Classification Ranking in accordance with the definitions and priority rankings set forth in this policy.

Applicant/User shall observe all applicable City of Canyon Lake rules, regulations, and all Federal, State, and local laws that apply to the facility use. The use permit may be revoked for failure to observe City's policies or for improper conduct, or for City necessity.

All reservations are subject to State, County, and City health and safety guidelines. The user may be required to provide additional liability insurance, security, or additional special permits for use during their event.

Reservation Requirements

All reservations require a minimum rental of two hours. To secure a date for the use of any City facility, a completed reservation application must be submitted thirty (30) working days prior to the requested reservation date and approved by the City Manager or designee. Reservations are confirmed on a first-come, first-served basis. A standard processing and review period of 7-10 business days is required to allow for event approval and staffing review. Reservations are confirmed by email. It is the responsibility of the applicant to read, understand, and agree to comply with all policies and rules related to the use of the City facilities. Reservations made less than thirty (30) days in advance of the event will be accepted only if the facility and required staffing elements are readily available.

As a part of the reservation application, an expected room set up plan (including number of tables and chairs and layout) must be submitted and is subject to approval by City staff

No reservation shall be confirmed until the appropriate fees, deposits, permits/licenses, and insurance are obtained and/or paid.

Security Deposit

A refundable security deposit is due after the application has been received and approved. All fees must be paid in full one (1) week prior to the event, or the reservation will be subject to cancellation. The security deposit may be withheld if City staff determine that excessive cleaning, damage repair, or restoration is necessary following the event.

Cleaning Fee

A non-refundable cleaning fee will be applied only if food or beverage service is approved as part of the reservation. This fee may be waived upon approval of the City Manager or designee. This fee helps offset standard janitorial services required after events involving food or drink. The cleaning fee is due after the application is received and approved. All fees must be paid in full one (1) week prior to the event, or the reservation will be subject to cancellation.

Scope of Use

Any and all events held at City facilities are to be conducted only in the Facility Authorized areas. Users shall adhere to the following:

- Events shall take place between 8:00 a.m. and 6:00 p.m., Monday-Thursday.
 - This period shall include set-up and cleanup time.
- A minimum 2-hour rental is required per reservation
- To allow for staff teardown and setup, events may not be booked back-to-back (e.g., one ending at 5 p.m. followed by another starting at 8 a.m. the next day).
- A security deposit must be paid at the time of the application approval.

- Only bottled or dispensed water is permitted, unless otherwise approved by the City Manager. The presence of any other food or beverage without prior approval may result in forfeiture of the security deposit. If food or beverages are approved, a cleaning fee will automatically apply to the reservation.

Prohibited Use

The following activities and items are prohibited:

- User shall not use the antechamber, Council dais, or any related furniture. Use of electronic equipment must be approved by City Staff
- No decorations or displays may be attached to any facility surface, windows, ceiling etc. Any exceptions to this policy must be reviewed and approved by the City Manager at the time of the application submission.
- No lit candles or any open flame.
- No alcohol is to be served, consumed, or sold.
- There is no smoking in the facility.
- Animals are not allowed. Exceptions will be made for service animals.
- The possession, use, or engagement in any unlawful, unsafe, or prohibited activity is strictly forbidden on City property.
- The facility may not be used for any campaign or election activities not administered by the City or County.

Non-Profit 501(c)(3) Organizations:

Non-profit organizations (501(c)(3)) may reserve facilities according to the classification and fee schedule. Fees will be reduced upon submission and verification of valid 501(c)(3) non-profit status. Availability may be subject to facility needs and prior bookings.

Availability

The City of Canyon Lake and official meetings, including city-run elections, shall have scheduling priority. To ensure community availability, no applicant/organization can reserve the room more than three times a month.

Cancellations

Reservations must be cancelled at a minimum of 7 days prior to the event for the user to receive a full refund of fees paid. Cancellations made less than 7 days prior to the event, will forfeit the security deposit paid, which shall serve as the cancellation fee.

Cancellation of Permission Due to City Closure

In the event City government is declared closed due to inclement weather or other reasons; any permission to use the facility or grounds is automatically withdrawn during the closure period.

- City government closure information is available on the City's website and social media.

- In such an event, the City shall not provide notice of cancellation.
- Applicant/User shall be solely responsible for notifying event participants.
- If an approved reservation is canceled due to a City closure, the applicant will receive a full refund of all fees and deposits paid.

Room Capacity & Set-up Guidelines

Room capacity is dependent on the selected layout and must comply with fire code and accessibility requirements. The following guidelines apply:

Set-up Type	Max Occupancy	Max Number of Tables	Notes
Chairs Only (Audience Style)	110 People	0	<ul style="list-style-type: none"> ○ Must maintain clear aisles and emergency access routes ○ Layout must comply with ADA and fire code requirements
Tables and Chairs	85 People	15	<ul style="list-style-type: none"> ○ Must maintain clear aisles and emergency access routes ○ Layout must comply with ADA and fire code requirements

All setups must maintain clear pathways and accessible routes in accordance with ADA standards. Final layout and set up plan must be approved by City staff prior to the event.

Furnishings & Equipment Availability

Applicants must submit a room setup description or diagram at the time of reservation. The City will provide any available tables, chairs, and standard furnishings in its inventory; however, availability of specific quantities cannot be guaranteed. The City is unable to supply equipment or furnishings beyond what is currently in stock. Applicants are responsible for providing any additional furniture, materials, or equipment needed for their event.

Use of the antechamber, Council dais, or any related furniture, technology, or equipment is strictly prohibited. The facility’s presentation equipment is limited to a wall-mounted display screen, which may only be used to show meeting visuals or presentation materials approved in advance by City staff.

Use of microphones, speakers, or amplified music is generally not permitted during regular business hours. Exceptions may be approved by the City Manager or designee, based on the nature of the event and its potential impact on adjacent City operations. The City does not provide additional audiovisual or electronic equipment for public use unless specifically authorized by the City Manager.

Cleaning

The User is responsible for all setup and cleanup of the facility and must return the space to its original condition. A refundable security deposit is required for all reservations. The security deposit may be withheld if City staff determine that excessive cleaning, damage repair, or restoration is necessary following the event.

Designated City staff will conduct a walkthrough of the facility with the applicant (or a representative) both before and after the event. The pre-event walkthrough will document the condition of the space, and the post-event walkthrough will determine whether the facility has been properly restored to its original condition and inform any decisions regarding the security deposit.

- At no time may City property be removed from the premises.
- The User must supply any other needed equipment or furniture.

Insurance, Liability, Loss and Damage

All users of the facility shall procure and maintain insurance, at their own expense and for the duration of the event covered. Comprehensive general liability in an amount no less than 2,000,000 per occurrence is required. All applicable insurance is subject to review and acceptance by the City.

The User hereby assumes full financial responsibility for any and all loss or damage to the Facility to be used as well as all personal property of the City of Canyon Lake. The City of Canyon Lake is not liable for any property loss/damage or injury to individuals.

In no event shall the City be liable, or responsible for any bodily injury, or loss to, or damage to any property, owned by, rented by, or in care of the User or invitees, including or resulting from theft, destruction, or damage of any kind, or nature whatsoever in connection with this policy and provided agreement.