



## 125 LIVE RESERVATION POLICIES & GENERAL GUIDELINES

Confirmed booking occurs after a customer signature is received either electronically through our online form or on the rental permit. The signature indicates an agreement to our Rental Policies as outlined in this document below.

Full payment (all rentals) and \$200 rental deposit (groups of 45 or more attendees) is due two (2) business days after booking. Payment may be submitted by calling (507) 424-6403 / (507) 287-1404 or dropped off/mailed to 125 LIVE at 125 Elton Hills Drive NW, Rochester MN 55901.

- Please communicate any changes, requests, or special needs to the Reservation Coordinator a minimum of 48 hours prior to the rental date.
- Rental spaces should be left in their original condition upon conclusion of the event. All extra food needs to be cleaned up and removed from the space. In addition, 125 LIVE staff request renters please leave the room in the original set up at the beginning of the reservation. Trash must be placed in proper receptacles for removal by 125 LIVE staff after your event ends.
- Expenses incurred by 125 LIVE due to facilities and equipment left unclean or damaged by the rental group, are the full responsibility of the renter.
- 125 LIVE may be open for normal operations during the time of your rental. All groups/individuals renting 125 LIVE are limited to the space they are renting. Failure to comply with this term will result in additional charges for the extra space used by the renter.
- Any advertising for the event (posters, newspaper ads, television, radio, etc.) regarding rentals at 125 LIVE must include the following statement: NOT A 125 LIVE SPONSORED EVENT/ACTIVITY.
- 125 LIVE reserves the right to restrict the number of dates an individual or group may reserve. This is to ensure that one group does not monopolize use of a particular space and/or scheduling over others.
- Please note, 125 LIVE activities take precedent over all other requests for space.
- The minimum age to rent facilities is twenty-one (21) years of age.
- Children must be supervised at all times to ensure the safety of other individuals using common areas within the facility.
- No smoking is allowed on the premises. Alcohol may only be served by a licensed caterer with prior approval of 125 LIVE staff or by 125 LIVE bartenders. If smoking or consumption of alcoholic beverages is taking place, without prior approval, the 125 LIVE building supervisor has the right to terminate the building rental agreement and ask the rental group or individual to leave the premises immediately.
- Access to only the specific room contracted is granted during the rental. Use of any other rooms / spaces in 125 LIVE may incur additional rental fees. Please discuss use of space with the Rental

Coordinator.

## **PAYMENT GUIDELINES**

- Reservations occurring before or after 125 LIVE general business hours will be charged \$20 per hour in addition to the rental fee to cover direct costs of a Rental Attendant.
  - Reservations for groups of 175+ in attendance occurring before or after 125 LIVE general business hours may require a second Rental Attendant for an additional \$10 per hour.
- Ongoing monthly rentals need to be paid prior to the first of the month.
- Rentals on legal holidays and surrounding days have a fee increase and are subject to staff supervision availability.

## **RENTAL GROUP RESPONSIBILITIES**

- Renters may only use the space as identified and approved on the Reservation Receipt and/or Permit. The 125 LIVE Kitchen, and Lower Level Lounge are all add-on options and may only be used when reserved ahead of time.
- Rental groups must keep to the scheduled time of the reservation. Please note, times reserved include any decorating and special setup done by the user and any cleanup and take down following an activity or event. Any group that arrives or leaves 15+ minutes outside of their scheduled reservation time will be charged for the additional hour(s) in any given space.
- The renter will not sublet the facility; nor may the application be transferred.
- Renters may not offer services already provided by 125 LIVE.
- Rental events must end by 12:00 midnight. Rental groups must have the premises cleaned, in original condition and vacated prior to 12:00 midnight. Failure to meet these criteria will result in an additional fee.
- All children under the age of 13 must be accompanied by an adult at all times while in the building.

## **AUDIO/VISUAL AND INTERNET**

- WIFI is available for public use with the understanding that 125 LIVE is not responsible for devices unable to connect.
- Audio-Visual equipment is available in all rental spaces. Renters are responsible for bringing their own computers/devices to display their presentation. An HDMI cable is available for connection; however, renters are responsible for bringing the appropriate adapters compatible with their devices to connect to an HDMI cable.
- 125 LIVE cannot be held responsible for equipment failures or connectivity issues.

- 125 LIVE encourages renters using Audio-Visual technology to please arrive early to ensure proper set up. Renters are welcome to test our AV equipment prior to the reservation date, during a time that the space is unoccupied.

## FOOD & BEVERAGE POLICY

- 125 LIVE recommends renters provide food through a licensed caterer or serve commercially purchased and packaged food.
- 125 LIVE will not be responsible for any food borne related illnesses from not following the above recommendation.
- Alcohol may only be served by a licensed caterer or 125 LIVE bartenders. Rental customers must follow all guidelines set forth by the caterer.
- Renters are responsible for removing all left-over food from the premises and wiping all surfaces used prior to leaving. Cleaning supplies will be provided by 125 LIVE.
- An additional fee will be charged to the customer if 125 LIVE is responsible for excessive cleanup.

## DECORATIONS AND ROOM ALTERATIONS

- Decoration and installation plans must be pre-approved. Groups must supply their own labor and supplies. Any decorating time must be included in the reservation time slot. Confetti, rice, glitter, and candles with flames are **not allowed**.
- No posters, signs or any other materials may be affixed to walls with tape, tacks, nails or other means that may leave permanent damage to the building. Mounting putty is the only acceptable material for hanging posters, signs, etc. and must be removed at the end of the event.

## CLEANUP

- Rental spaces should be left in their original condition upon conclusion of the event. Renters are responsible for removing all left-over food from the premises and wiping all surfaces used prior to leaving. Cleaning supplies will be provided by 125 LIVE.
- In addition, 125 LIVE requests renters please leave the room in the original set up at the beginning of the reservation.
- 125 LIVE Staff are expected to arrange the tables and chairs prior to the start of the reservation, and will clean the floors following the reservation. Any setup or cleanup outside of these standards will result in a cleaning fee based on the amount of time it takes to return the space back to its original state.

## DAMAGES/ADDITIONAL FEES

- A valid credit card must be on file for all rentals and will only be charged for
  - *Damages incurred, assessed to the renter at replacement rates*

- *Replacement of any audio-visual equipment not signed back in at the main level desk, assessed to the renter at replacement rates*
- 125 LIVE is not responsible for lost or stolen items.
- Any damage(s) to facilities and/or equipment must be reported to the facility supervisor immediately.

#### **GROUNDS FOR ADDITIONAL FEES CHARGED TO CREDIT CARD**

- Leaving premises unclean (tables, floors and, if applicable, kitchen space)
- Damaged facilities, floor surfaces, walls and/or equipment
- Not returning facility to original room setup (tables, chairs, used equipment)
- Not notifying 125 LIVE staff of a cancellation
- Adverse, hostile or distasteful behavior
- Breach of 125 LIVE rental permit and policies.

Financial consequences will be based on grounds and determined by Facility Supervisor and/or Executive Director.

#### **CANCELLATIONS/REFUNDS**

- **RIVER ROOMS CANCELLATION POLICY:** Cancellations made sixty (60) days or more prior to the reservation will receive a full refund. Cancellations made between seven (7) to fifty-nine (59) days prior to the reservations will receive a 50% refund. Cancellations that are made 6 days or less prior to the reservation will NOT be eligible for a refund.
- **GENERAL ROOM RENTAL CANCELLATION POLICY:** All cancellations to the reservation must be received seven (7) days or more prior to the event for a full refund. Cancellations that are made six (6) days or less prior to the event will NOT be eligible for a refund.
- In the event of weather related same day cancellations, management will determine course of action. If you have any questions, please contact 125 LIVE Membership Services at (507) 287-1404.

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Renter Signature

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Date

