



## 125 LIVE RESERVATION POLICIES

### GENERAL GUIDELINES

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

Full payment is due 7 days prior to the reservation date. For River Room reservations, full payment is due 7 days after booking the reservation. Payment may be submitted by calling (507)287-1404 or dropped off/mailed to 125 LIVE at 125 Elton Hills Drive, 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.
- Expenses incurred by 125 LIVE due to facilities and equipment left unclean or damaged by the rental group, are the full responsibility of the rental group or person.
- 125 LIVE may be open for activities 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 rental group.
- Any advertising for the event (posters, newspaper ads, television, radio ads, 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 dominate use of a particular space and/or scheduling.
- Please note, 125 LIVE activities take precedent over all other requests for rental space.
- The minimum age to rent facilities is (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, and with prior approval of 125 LIVE staff. 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.

### PAYMENT GUIDELINES

- Reservations occurring before or after 125 LIVE general business hours will be charged \$20 per hour in additional to the rental fee to cover direct costs of staff.
- 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, Fireplace Lounge, 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.
- Renters may not charge admission to their event or sell merchandise unless prior approval by 125 LIVE Management.
- 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.

## **AUDIO/VISUAL AND INTERNET**

- WIFI is available for public use, with the understanding that 125 LIVE is not responsible for devices that will not 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 staff encourage 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. Rental customers must follow all guidelines set forth by the caterer.
- Renters are responsible for removing all left-over food and food containers from the premises.
- An additional fee will be charged to the customer if 125 LIVE is responsible for excessive cleanup.

## **DECORATIONS AND ROOM ALTERATIONS**

- A decoration and installation plan must be pre-approved. Groups must supply their own labor and supplies when decorating. Any decorating time must be included in the reservation time slot. Confetti, rice, glitter and candles with flames are **not to be used**.
- No posters, signs, etc. 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. 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.
- 125 LIVE Staff are expected to arrange the tables and chairs prior to the start of the reservation, and are expected to wipe down tables and 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 get the space back to its original state.

## **DAMAGES/ADDITIONAL FEES**

- All rental customers are required to have some form of damage deposit:
  - A.** A credit card on file
  - B.** A \$200 check*Credit cards / checks will be charged if any damages are incurred.*
- 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.
- Fees for damages will be assessed to the renter at the replacement rate.

### **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 60 days or more prior to the reservation will receive a full refund. Cancellations made between 7-59 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 7 days or more prior to the event for a full refund. Cancellations that are made 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.