



## Facility Use & Rental Policies

Facility reservations must be made at least 2 weeks prior to the event and may be reserved up to 3 months in advance. Reservations under 2 weeks or over 3 months require management approval.

Rental fees must be paid in full to complete the reservation. Staff cannot waitlist/hold a reservation.

Rental for authorized use of facilities must be made by persons 21 years of age or older.

You must reserve a facility through the Warrensburg Parks & Recreation (WPR) office located at the Community Center, 445 E. Gay St.

Entry to rooms/buildings is not permitted earlier than the reservation time. Set ups and clean up must be included in the reserved time. Additional fees will be charged for early arrivals and late departures. You must check-in at Front Desk.

Decorations shall not be attached to the walls or ceiling. No confetti or shaving cream allowed. Decorations are limited to the tables only. Tableware and linens are not provided.

Set Up/Take Down is provided in Community Center only. You are expected to clean up at the end of your reservation.

Facilities may be rented on a continual basis of 2 months or more only with special management approval.

Reservations outside of regular building hours must be approved and will be charged an additional hourly fee.

Meeting Rooms are intended for meeting type functions only, no food or drink allowed in room 1, 2 or 3. Meeting Room 1 does NOT include the residential kitchen.

Dances are not permitted without prior approval of management.

Audio/Visual equipment is not provided with any rental in the Community Center. Projectors, Screens, and TV/VCR/DVD can be rented for an additional fee. Free internet is provided in the building.

ALCOHOLIC BEVERAGES are not permitted in park buildings nor on park grounds.

All Park buildings are smoke free.

The City of Warrensburg has a noise ordinance in effect; please be respectful of other patrons.

Facility user(s) are responsible for cleaning up all trash and debris left by their group in/around exterior of the building. User(s) shall remove all personal belongings prior to the end of their reservation.

Park Shelters with electricity are reservable, shelters without electricity are not.

Field reservations are subject to availability/field conditions and may be reserved no more than 1 month in advance. WPR sanctioned games and practices take priority over outside rentals.

445 E. Gay Street, Warrensburg, MO 64093

Phone (660)747-7178 • Fax (660)422-4263 • Email [parknrec@warrensburg-mo.com](mailto:parknrec@warrensburg-mo.com)

[www.warrensburg-mo.gov](http://www.warrensburg-mo.gov)



Charges may be assessed for failure to abide contract, excessive cleanup, or for damages that may occur during the reservation.

Additional information, photos and rates can be found online and at the Warrensburg Community Center.

## **Cancellations/Refunds**

*All refunds are subject to management approval and processing fees.*

### Facility Credit/Refund Policy

A processing fee of \$5.00 will be applied to approved facility refunds/credits. Refund amounts will be based upon the date of the request.

- 30 days before reservation: 100% refund (less processing fee)
- 15-29 days before reservation: 50% refund
- 0-14 days before reservation: No refund

### Shelters Refund Policy

Shelter reservations are non-refundable. However, reservations may be transferred to another day and/or location (pending availability) without penalty, up to two weeks prior to the event.

### FAQ's (Frequently Asked Questions)

*When should I expect my refund?* The timeline for an approved refund to be processed will vary depending on the type of refund or credit you request. (see below for more details)

*What is a Credit on my WPR Account?* Credit on WPR Account is the refund amount put on the Warrensburg Parks and Recreation account of the person who paid for the activity. The credit remains on their account until used. The credit may be used on a daily pool pass, program or towards a facility rental. Credit on WPR Account is the fastest to process.

*What is a Refund on Credit Card?* Refund on credit card is the refund amount credited back to the original credit card. After the refund has been approved and the refund has been processed, it will take 3-5 business days to post to your credit card.

*What is a Check Refund?* Check Refund is the refund amount mailed to the person who paid for the activity. After the refund has been approved, the check request will be sent to City Hall for a check to be cut and then to be mailed out. This takes approximately two weeks to process after the refund has been approved.

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