

**Purpose:**

The Grove Regional Community Center (“The Grove”) values fairness, communication, and collaboration in addressing any concerns related to facility rentals or use. This policy outlines the procedure The Grove follows to resolve disputes or disagreements between renters and Grove representatives.

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- 1. Good Faith Discussion:** The Grove encourages all parties to first attempt to resolve any concerns through direct, good-faith communication.
  - Renters should submit a written notice describing the issue to their Grove Representative within seven (7) days of the incident.
  - The Grove and the renter will make reasonable efforts to reach a mutually agreeable resolution within fourteen (14) days of that notice.
- 2. Mediation:** If a matter cannot be resolved through direct discussion, The Grove may initiate or recommend mediation with a neutral third party before any legal action is considered.
  - The mediator will be mutually selected by both parties.
  - The cost of mediation will generally be shared equally between the parties.
  - Mediation will take place in Mazomanie, Wisconsin, unless otherwise agreed upon.
- 3. Binding Arbitration or Small Claims Court:** If mediation does not lead to resolution, The Grove may refer the matter to **binding arbitration** or, if the issue qualifies, **small claims court**.
  - Arbitration will follow the rules of a mutually agreed-upon arbitration association.
  - The arbitration decision will be final and enforceable under Wisconsin law.
  - Each party is responsible for their own legal costs unless otherwise determined by the arbitrator or court.
- 4. Governing Law:** All disputes arising from facility rentals or use are governed by the laws of the State of Wisconsin. Any legal proceedings shall take place in the courts of Dane County, Wisconsin.
- 5. Policy Application:** This Dispute Resolution Policy applies automatically to all facility users and renters of The Grove Regional Community Center. Renters are expected to familiarize themselves with this policy prior to their event or facility use, as provided in the rental confirmation packet(s) and in the online supplemental policies links.