



### **1. How do I reserve a space at The Grove?**

Reservations can be made through our online [Rental Request Form](#) or via physical forms found in the main office. Guests are encouraged to utilize the [Reserve a Space](#) page on our website to review space options and policies before a request submission. Pending Rental Agreements must be signed within 1 week of the confirmation receipt; spaces will be reserved on a first come, first serve basis, and will not be held past this confirmation deadline. For request support, contact our office.

### **2. Can guests bring alcohol to events at The Grove?**

Alcohol is not permitted on campus without additional insurance coverage. For parties interested in having alcohol on the premises, a Special Event Liability Policy may be acquired, naming The Grove Regional Community Center Inc., as additionally insured. Selling alcohol is not permitted on campus without proper permits. Alcohol must remain within the designated rental areas. Any alcohol found outside the designated rental area or not properly disposed of with the garbage cleanup will incur additional fees.

### **3. What are the cleaning expectations after my event?**

Guests must leave the space in the same or better condition than they found it. A [Room Cleanup Checklist](#) will be provided. Additional custodial fees will apply if the checklist is not completed for EACH space utilized during a rental period.

### **4. Are there any decoration restrictions?**

Review our Facility Usage Manual for all existing notes regarding facility decorations. For specific questions, contact the main office.

### **5. Can I rent space for events outside The Grove's regular business hours?**

Yes, rentals may take place outside of regular business hours (M-F, 9a-4p). Access cards may be checked out with a \$25 deposit that is refunded upon return of the affiliated key. An after-hours supervisor fee may be applied for large groups or more-involved events. Talk to a Grove Coordinator for specific scenario questions.

### **6. What happens if I need to cancel my reservation?**

Cancellations for large groups must be made at least 14 days in advance for a full refund. Otherwise, cancellations require at least 24 hours notice for a full refund. More information can be found in the Facility Usage Manual.

## **7. Can I bring in outside vendors or special equipment for my event?**

Yes, but prior approval may be required for certain special equipment. See our Facility Usage Manual for all existing notes regarding special equipment. Vendors selling goods or collecting donations must complete the necessary permits and paperwork, including providing a Certificate of Liability Insurance.

## **8. Are there any restrictions on where I can park?**

Street parking and lot parking are available for guests. We encourage guests to consider their designated primary entrance when selecting their parking area. Designated entrances are assigned with rental confirmations, and will be chosen based on the rental's space and timeframe for ease of guest accessibility.

## **9. Is smoking allowed at The Grove?**

Smoking is prohibited inside the building and on the property.

## **10. What does a kitchen rental include?**

Guests utilizing the kitchen have access to all equipment and materials in the space. All equipment used must be cleaned, turned off, and reset (according to the cleanup checklist) to its pre-use condition. Parties are welcome to utilize the coffee maker, but are encouraged to bring their own grounds. Kitchen rentals do not include use of paper products unless pre-determined with the renting party and the Grove Coordinator.

## **11. Is the kitchen a commercial kitchen?**

The Grove's kitchen is considered a *warming* kitchen, ideal for food prepared elsewhere and then heated or assembled and served on site.

## **12. Who do I contact for additional questions?**

For more information or assistance, first review our Facility Usage Manual. For further conversation and specific questions, please contact your Grove Coordinator or The Grove office.

**For questions and further conversation, contact the main office at:**

[office@thegrovercc.org](mailto:office@thegrovercc.org) or 608-767-2247