

50+ CENTER RENTAL FAQS

For complete rental information, policies, and procedures, please speak with Rental Coordinator.

What is the security deposit?

The security deposit is not applied toward the rental fee. It is a separate, refundable fee used to secure the reservation and recover cost related to incidental damages and fees.

When/how will my security deposit be refunded?

If the rental rooms are left in satisfactory condition after your event (with no damages or extended use, and all rental policies were followed), staff will process your security deposit refund within two business days after the event and will mail you a receipt showing the amount refunded. If you paid the security deposit by cash or check, you would receive a refund check from Howard County's Finance Office within 2-4 weeks. If you paid the security deposit by credit card, you would receive the security deposit amount credited back onto your card within 2-3 business days.

Why would the security deposit NOT be refunded?

Your security deposit will be refunded in full, provided there are no violations of the rental policies outlined in the Rental Agreement permit. In the past, security deposits have been forfeited or only partially refunded for extended use beyond the reservation end time, use of non-reserved rooms, and rooms being left in unacceptable condition upon completion of the event.

When is payment due?

Center **must** receive the security deposit up front in order to make a reservation. We will not hold any rental dates without payment of the security deposit. Then the full rental fee balance is due by 30 days prior to your event. If you make a reservation within 30 days of the event date, the security deposit and full rental fee are both due up front in order to make a reservation.

What types of payment do you accept?

Center can accept payment via credit card over the phone, or cash, check, and credit card at the front desk. We accept Visa, MasterCard, Discover, and American Express. Checks should be made payable to **Howard County Director of Finance**.

Do you offer any discounts? Can rental fees be negotiated?

Because fees are already discounted for nonprofit organizations and Howard County residents, other discounts are not available. Fees are consistent among equivalent Howard County facilities, and therefore cannot be negotiated. All nonprofit organizations must provide a 501c3, proving nonprofit status to gain the discounted rate.

What is your cancellation policy?

Cancellations must be submitted in writing to the Rental Coordinator. Written notice of cancellation is due at least two weeks prior to the event. Additional notice may be required for larger events, as determined by the rental coordinator. If reservation is canceled less than two weeks before event, a 20% administration fee will be retained.

Do I get extra time before and after my event for set-up and clean-up?

You may access your rental room(s) 15 minute prior to your reservation start time, provided it is available. You must be fully cleaned up and all guests exited by your permit end time. If you require extra time before or after your event for set-up and clean-up, that will need to be included in your reservation at the regular hourly rental rate.

What do I do on the day of the event?

When you arrive at the Center on the day of your event, you will need to check in at the front desk. A front desk staff member will show you to your rental room(s) and fill out a check-in sheet that you will sign, demonstrating that the facility is in acceptable condition for your event. All of your guests will need to enter through the main entrance and front desk staff will direct them to the appropriate room(s). After your event has ended and you have cleaned up (renter is responsible for sweeping the floor, wiping down tables and removing trash), a front desk staff member will do a walk-through of the room(s) with you, and have you sign a check-out sheet.

Are there restrictions on decorations?

Wall decorations must be secured using non-marking temporary adhesives such as painter's tape in lieu of clear packing tape or scotch tape. Use of tacks, nails, screws, staples, glue, duct tape, or any other permanent fixtures is prohibited. Helium ballons, confetti, paint, glitter, and fireworks are not permitted. Please contact the center coordinator for special requests.

Inclement Weather Policy

If the 50+ Center closes due to inclement weather (i.e. snow, ice) you will be completely refunded, or we will make every effort to reschedule your event.

What is included if I rent the kitchen?

The kitchen is commercial-grade, so there is some equipment that can only be used by licensed caterers. If you are using a caterer, we will need a copy of the license on file, and the caterer will be able to use all of the equipment (including oven, stove, warmer, and serving equipment). If you are not using a caterer but have rented the kitchen, you will have access to the sinks, prep tables, ice machine, refrigerator/freezer, and microwave **only**.

Audio/Visual Use

Use of the audio/visual equipment, such as television, projector, sound system, and/or microphone may be added to your rental for an additional fee. This must be included in the

signed rental permit and cannot be added on the day of the event. You will have access to in-room sound system and projector using your own laptop or device.) Standard HDMI cable and audio cable with 3.5mm connector provided.)

Can I have food delivered to the 50+ Center?

Yes. The renter or party representative must be on site to accept food or any other deliveries. Deliveries must take place during the permitted rental time and cannot be held on site before or after the event takes place.

Is alcohol permitted on the premises and/or do I need a liquor license?

Alcoholic beverages are permitted if they are kept in the room that you have rented (no alcohol is permitted outside the assigned rental room). For consumption of alcohol all individuals must comply with the laws mandated by the State of Maryland. Howard County Department of Community Resources and Services and the Office on Aging and Independence are not liable for any accidents, injuries or deaths due to the consumption of alcohol.

Selling alcohol on Center property is prohibited. A liquor license is only required if alcohol will be sold to your guests. Please visit the listed website for additional details and to access necessary forms to gain a license: <http://cc.howardcountymd.gov/Liquor-License>

If there is any sign of intoxication, you and your guests will be asked to leave the center and the rental will be cancelled; a refund will not be provided.