

# EVENT GUIDELINE INFORMATION



When planning an event at the Kroc Center, please schedule all appointments directly through the Event Sales Coordinator, 616.588.7200 ext. 2019. Events may be scheduled in advance on a revolving, 18-month basis.

## ALCOHOL AND TOBACCO

The Kroc Center is an alcohol and tobacco-free facility and campus. Guests should be informed prior to arrival.

## FOOD AND BEVERAGES

All food and beverage served at the Kroc Center must be prepared in a licensed kitchen. The Kroc maintains a list of preferred caterers for the convenience of our clients. If you wish to use a caterer or restaurant not on the list, an outside food fee of \$1.20 per person will apply.

Caterers not on the preferred list must provide: a) a copy of a current foodservice license; b) evidence that the preparation will be supervised by a person with ServSafe or similar food safety training; c) a Certificate of Insurance as evidence of general liability insurance limits of at least \$1,000,000 Combined Single Limit for Bodily Injury & Property Damage.

Outside food may be served if it comes from a properly licensed establishment, or if it has been purchased in pre-packaged form elsewhere. Homemade food may not be served. The Kroc Center cannot provide kitchen access or equipment to heat, reheat, or otherwise prepare outside food for service.

## DELIVERIES

Please have all vendors call the Kroc Center Event Sales Office to schedule their delivery and pick-up times, and to confirm delivery location.

No deliveries will be accepted earlier than two hours prior to the reservation time unless special arrangements have been approved by the Event Sales Office.

All items are to be removed from the function space immediately after the event.

Deliveries and pick-ups by the Renter, the Renter's guests or vendors shall be conducted in a manner that does not interfere with the activities of other guests of the Kroc Center.

The Kroc Center does not accept responsibility for receiving or removing the property of the Renter or the Renter's guests and will not provide services in connection with deliveries and pickups.

## FEES AND PAYMENTS

100% of the room rental fee is due at the time of the reservation. Any remaining balance for other equipment or service is to be paid in full at least 14 days before the event, when guaranteed numbers are confirmed.

Guaranteed guest count, final room set up, menu, A/V requests, and itinerary must be

confirmed 14 days prior to the event. This will be the minimum number for which you will be charged. No reduction in the guaranteed numbers will be accepted after this date. Any changes are subject to additional charges.

All tables, chairs, wireless internet and coat racks are included with your room rental. Additional audio-visual equipment and amenities are available for rental; please call the Event Sales Office with your requests.

Friday and Saturday reception packages include: tables, chairs, projector, screen, DVD player, microphone, risers for head table, dance floor, coat racks, dessert table, buffet tables, and set-up and tear down. Additional charges may be applicable for additional set-up time or power requirements.

Any group wishing to claim tax-exempt status must provide a hard copy of their Federal IRS 501(c)(3) form and complete the tax certificate upon confirming the reservation.

The Kroc Center reserves the right to change the meeting space as needed to maximize facility usage. Rooms are assigned based on number of guests anticipated.

## CANCELLATIONS

A written cancellation is required 120 days before the event to receive a refund of the room rental deposit. Cancellations 119-60 days before the event will receive a 50% refund of the room rental deposit. All monies paid toward an event are forfeited when cancelling within 60 days of the event.

If the event is cancelled, you may transfer the room rental fee to a future date, depending on availability.

## AUDIO/VISUAL NEEDS

The use of any audio-visual equipment owned by the Kroc Corps Community Center must be agreed upon prior to your event and will be quoted on an individual basis. All equipment belonging to the Kroc Center is to be operated exclusively by Kroc Center employees.

Testing of the A/V equipment by the speaker/site contact must be scheduled prior to the event with the Event Sales Office.

Any slideshow/presentation utilizing the Kroc Center A/V equipment should be delivered or tested prior to the occasion. The Kroc Center is not responsible for the incompatibility of any presentation with our equipment. Any equipment changes or set-up changes not discussed in the A/V agreement prior to an event may incur an additional cost to the renter. We will attempt to fulfill any last-minute requests; however, such requests may require additional costs in equipment and/or labor.

Music, videos, or any other content presented must be free of profanity or messages that are not suitable for a Christian facility, at the

discretion of on-site management. Volume of music is subject to control by the Kroc Center.

No food or beverage is allowed in the Worship and Performing Arts Center sound booth, or in close proximity to any A/V equipment.

## DECORATIONS

Materials that may damage or embed in floor surfaces, or that can not be completely removed from the Kroc Center, are not permitted; examples include glitter, rice, confetti, birdseed, or sand. Use of these materials will incur a \$500 cleaning fee.

Candles must be in globes or in a container where the flame is at least 1" below the rim.

Decorations may not be adhered to the walls, ceilings, floors, or furnishings. All decorations or displays must be free-standing.

The Kroc Center does not allow the placement of signs around the facility promoting events held on the premises. Special permission must be granted by the General Manager.

## LIABILITY

The Renter will be responsible for theft and damage to the Kroc Center premises and its property as a result of the event. The Renter is responsible for the proper conduct of its guests.

The Kroc Center holds the right to add security at a rate of \$25 per hour, per security person. All costs are the responsibility of the Renter.

The Renter will not hold the Kroc Center or any of its employees responsible for the failure to execute an event due to occurrences beyond their control, such as, but not limited to, acts of God, public emergencies, power outages, or threats to the community.

The Renter will be required to sign a Hold Harmless Agreement in which the Renter assumes the risk of injury to all persons who are on Kroc Center property as part of that group, and for injury or property damage sustained by others that results from the group's use of the premises.

The Kroc Center reserves the right to exclude or terminate any group or individual deemed to be inimical to, or is at risk to, the Kroc Center, its programming, property, interests, and mission.

Organizations not a part of The Salvation Army or one of its programs, and participating in a high risk activity (i.e. swimming and pool activities, ropes course, climbing wall, organized athletic event, etc.) on an exclusive basis must provide a Certificate of Insurance as evidence of general liability insurance limits of at least \$2,000,000 Combined Single Limit for Bodily Injury & Property Damage.

I have read the event guideline information and agree to its terms and conditions, as well as any other contract addendum which I may sign.

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Client \_\_\_\_\_ Date \_\_\_\_\_

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Event Sales Rep \_\_\_\_\_ Date \_\_\_\_\_

**PHOTO RELEASE**

I authorize The Kroc Center to take photos during my event and use those photos for promotional purposes on the Kroc Center's website, brochures, newsletters etc., and waive all claims of compensation for usage.  **YES**  **NO**

*By indicating "YES," you assume responsibility for informing guests/participants of the event they may be photographed.*

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Signature \_\_\_\_\_ Date \_\_\_\_\_

NOTICE - In order to promote a safe and secure environment, The Salvation Army Kroc Center has placed video cameras in various locations, and a photo of each person entering the Kroc Center is required. If The Salvation Army has actual knowledge that an individual is a registered sex offender, such individual shall be denied access to the The Salvation Army Kroc Center. By signing this document, I represent to The Salvation Army, that neither I, nor any of my guests, are to my knowledge registered sex offenders in any legal jurisdiction and that furthermore, I have an affirmative duty to The Salvation Army to immediately disclose any change in my knowledge of the registered sex offender status for myself or any of my guests who may seek admittance to the Kroc Center pursuant to this agreement.

**HOLD HARMLESS & INDEMNIFICATION AGREEMENT**

In consideration of the privilege of using The Salvation Army's property at 2500 South Division Avenue, Grand Rapids, MI 49507 by (name of organization) \_\_\_\_\_, we agree to assume the risk for any injuries, including death, that may be sustained by members of our organization or any person invited as part of our group in connection with the use of said premises.

Further, we agree to indemnify, hold harmless, assume liability for and defend The Salvation Army, its trustees, officers, members and agents from all costs and expenses including, but not limited to, attorney's fees, reasonable investigative and discovery costs, court costs and any other sums which The Salvation Army, its trustees, officers, members and agents may pay or become obligated to pay for injury, including death, to persons or damage to property resulting from our use of said premises or from our actions or omissions and arising from any cause, including vehicles, except for matters caused by the negligence or willful misconduct of The Salvation Army or its trustees, officers, members and agents while acting within the scope of duties of such relationship to The Salvation Army.

I hereby certify that I have the authority to sign this agreement for the organization identified above.

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Signature \_\_\_\_\_ Date \_\_\_\_\_

*Revised 3/19/2014*