



CITY OF RIALTO COMMUNITY SERVICES DEPARTMENT PARK SHELTER RENTAL POLICY

Department Phone Number: 909-421-4949

Website: www.yourrialto.com

Email Address: recreation@rialto.ca.gov **Hours:** Monday - Friday, 7:00am to 6:00pm

Office Location: Carl Johnson Community Center - 214 N. Palm Ave. Rialto, CA 92376

RENTAL PROCEDURE

Rentals for private use of a Rialto Park Shelter can be made online or in person. Rentals are on a first come, first serve basis with a minimum of 5-days notice. All applicable rental fees and deposit fees must be paid in full to secure a rental date. This policy was developed to ensure the proper use and maintenance of all Rialto Park Shelters for residents and visitors to equally enjoy. Permit holders are responsible for reviewing all the information provided, including the City Park ordinance that is located online at [Chapter 2.45 – Park and Recreation Facility Regulations](#). Contact the Parks, Recreation & Community Services Department at (909) 421-4949 for any clarification you may need.

SHELTER AVAILABILITY AND RENTAL HOURS

Online availability - [Reserve a Park Shelter](#) , by phone at (909) 421-4949, or in person. For assistance during your event (Saturday or Sunday) please call (909) 744-4498. All Park Shelters are rented in daily increments, Monday – Sunday, 7:00am – 7:00pm. Shelter Reservations can be made up to 6 Months in advance.

APPLICANT AND PERMIT HOLDER

The primary applicant on the reservation must provide current contact information including address and phone number. Applicants must be a minimum of 18 years of age and will be solely responsible for supervision of the rental; identification verification may be required. Once an application is approved, a Permit will be issued to the primary applicant; permit holders will not assign, transfer, or sublet the use of the Park Shelter to others. Any violations will result in the forfeiture of your reservation and any fees paid. If discrepancies or violations are discovered, the City of Rialto reserves the right to deny a permit.

PAYMENTS

We accept Cash, Visa and Mastercard Debit/Credit Cards and Checks, no out of state Checks. **For Deposit payments in person, Money Order only.** Deposit payments accepted by debit/credit card online. All Rental and Deposit Fees are due at the time of reservation. Refunds will incur a \$10 Administrative Fee.

RENTAL AND DEPOSIT FEES

Fees are based on Resident and Non-Resident rates; fees are charged daily

Park Shelter Rental Fee – (\$53 plus \$13.40 processing fee) - \$66 per day

Park Shelter Clean Up Deposit Fee - \$100 for all Park Shelters

Deposits paid by Credit Card will be refunded in 4-6 weeks. Money Orders returned upon timely pickup. Deposits will be returned after Rental Checklist is verified. See Checklist.

PARK SHELTER CLEANUP

At the conclusion of your rental, your group is required to return the shelter to the original condition, including:

- Placing all waste material in the large trash cans located near each shelter.
- Overflow trash should be discarded in other surrounding trash cans or dumpsters
- Returning all tables to the original configuration.
- Remove any hangings, string, tape, decorations, tablecloths, etc.
- General cleaning of any spills, food, cake, soiled or sticky areas, including grills.
- Removal of any debris, litter, cake boxes, gift wrapping etc.

Steps to Verify Rental Cleanup: See Checklist.

1. Email photo of the cleaned shelter & completed checklist to recreation@rialtoca.gov
2. Include Park Shelter Number and Permit Holder name in the email message
3. Photo and email must be submitted on the reservation date no later than 9:00pm
4. If not completed, deposit fee will be forfeited

Failure to verify cleanup within the specified time or discovery of any extreme issues may result in forfeiture of Deposit and future rental restrictions for the permit holder.

ADJUSTMENT TO RESERVATION

Reservation details are final once submitted. If an adjustment to location, time, or date is made, a \$10 Administrative Fee will be collected at the time the adjustment is requested. Adjustments must be requested in writing and made in person.

CANCELLATIONS AND REFUNDS

Permit holders may cancel a reservation under the following refund policy:

1. Cancellation requested at least 30 days prior to the rental date will receive a 100% refund of fees paid minus the \$13.40 processing fee.
2. Any reservations made within 30 days of event date are non-refundable.
3. Refund/Transfer requests must be in writing and made in person with original receipt or permit, 30 days prior to event date.
4. Refunds and transfers are subject to a processing Fee of \$10.
5. Refunds will be approved if rain or inclement weather occurs on the day of shelter reservation.
6. For weekend or holiday reservations, if the shelter is not used due to weather conditions, such notification must be made in writing to the Parks, Recreation & Community Services Department by 5:00 p.m., on the day of your rental.
7. The Parks, Recreation & Community Services Department may cancel any reservation due to adverse field conditions and/or required maintenance.
8. Applicant shall complete the Request for Refund form, sign, and email to recreation@rialtoca.gov or submit in-person. A response for the request will be emailed to the person named on the application.

**all refund requests are subject to approval by Department Director.

ADVERSE CONDITIONS

If the Parks, Recreation & Community Services Department must cancel your event due to weather, adverse field conditions and/or required maintenance, you may receive a Full Refund or reschedule your rental date within one calendar year, or a credit may be placed on the customer account.

RESERVATION PERMIT

A reservation permit is issued to the applicant in-person or via email and should be available either in print form or on a mobile device during the reservation. Department staff is responsible for posting permits at reserved shelter for public notice.

Rental Permits are not transferrable; Shelters cannot be sublet to others.

SET UP & DECORATING

All set up and take down of the event, including deliveries or pick-up of equipment, food, or other items must be completed during rental hours. Decorations are allowed, however, should not cause damage to the Shelter, its structure or surrounding amenities or cause litter or debris in the park.

Encouraged: Use of Blue Painters Tape, balloons, tied string, free standing décor.

Prohibited: Use of pins, tacks, nails, staples, glue/adhesives, confetti, or glitter.

The use of prohibited decorations will result in loss of Park Shelter Clean Up Deposit Fee.

OUTDOOR TENTS

Pop up, EZ up tents are permissible; tents larger than 20'x20' need to be inspected by the Fire Marshal and location must be approved by the Department Director. All tents must be freestanding or weighted with sandbags; staking tents into the ground is not permitted and will forfeit any Deposit. Tents must be set up and taken down during the rental period. The City of Rialto reserves the right to deny the size and/or quantity of any tent requests.

CATERING AND VENDORS

Catering and other Vendors must be limited to serving only the private group and or party associated with the shelter reservation; no person shall solicit in any manner or for any purpose, or sell or offer for sale, any food, goods, wares or merchandise in any park or facility, unless upon prior written authorization by the department or other department of the city. This ordinance can be found online at [Chapter 2.45.050 Section N. Rules and Regulations](#).

INFLATABLES AND OTHER ENTERTAINMENT ATTRACTIONS

Inflatables, Bounce Houses, Jumpers, and similar equipment require Liability Insurance and Approval by the Parks, Recreation & Community Services Department. Use of mechanical rides, or carnival style entertainment attractions and other similar equipment must be approved through the [Special Event Application Process](#) or email recreation@rialtoca.gov for more information.

AMPLIFIED MUSIC/SOUND

Renters planning to have outdoor amplified music must be approved and permitted through the [Special Event Application Process](#) or email recreation@rialtoca.gov for more information. Amplified sound is not allowed unless approved and permitted. This ordinance can be found online at [Chapter 2.45.050 Section A. Rules and Regulations](#).

CITY PARK SHELTERS

All Park Shelters are available to reserve and rent. All covered seating picnic and or shelter areas must be reserved for use. Open grass areas and uncovered seating areas are open to the public.

ALCOHOL

Alcohol is not permitted for shelter reservations.

OTHER STRUCTURES

Other structures such as stages, concession buildings, bleachers, score boards, etc. are not to be used during Shelter Reservation unless otherwise authorized in writing.

AMENITIES

Amenities included in rental include: the shelter area, all picnic tables located within the shelter, surrounding charcoal grills, and surrounding trash receptacles. Some shelters are equipped with power. Additional amenities vary per park.

SIGN ORDINANCE

Event or directional signs are not allowed to be displayed on park property. It is suggested that a map, directions, and park address are included with invitations.

PARK USER NOTICE

All areas of the park remain open during your rental. Other activities, sporting events, and parking congestion may occur. If you have questions regarding other scheduled activities, please call the Parks, Recreation & Community Services Department (909) 421-4949.

PARKING

Please be aware that there is limited parking available at some Parks. Rental groups and Permit Holders may not reserve, hold, or intentionally block parking spaces for any amount of time; all parking is on a first come, first serve basis.

FEEDBACK

The City of Rialto welcomes any comments, feedback, or general questions regarding your rental. Please contact the Parks, Recreation & Community Services Department at recreation@rialtoca.gov or (909) 421-4949.