

New Bern Parks and Recreation
Standard Operating Procedures
Facility Reservation Form

Effective immediately, the following forms are to no longer be used for Facility Reservations:

- Event application
- Pre-event application

The following forms are to be used from this point forward:

- Facility Reservation Form

FACILITY RESERVATION FORM

This form is to be completed by any person, group, or entity that is interested in reserving a room or space at any designated parks and recreation building, namely, 408 Hancock and City of New Bern Recreation Centers. The online reservation process is not available for this application.

1. The form is highly detailed and self-explanatory.
2. All information should be filled out completely by the applicant. Shaded sections should be completed by staff during the vetting process.
3. If the requested information is not included, do NOT accept the application.
4. Rental rates have changed. They are addressed on the form.
5. Dates must be verified on Rec Desk for availability.
6. There are a series of questions that the applicant must answer.
 - a. If applicant answers **NO to all questions**, the front line staff should collect at a minimum, the \$50 refundable deposit and reserve the location as *Tentative*. Example (Jones Birthday Party – Tentative). The documentation is then emailed to the Recreation Superintendent for review and approval. The paperwork is placed in the front of the “Facility Reservation Binder” under the *tentative tab*. Once approved -
 - b. The application is:
 - Scanned into Rec Desk under the individual/group name.
 - A hard copy is entered in the “Facility Reservation” Binder, located at the front desk.
 - The Application documentation is scanned into Sharepoint / Facilities / Documents / Facility Rentals.
 - Click on the appropriate location.
 - The document is placed in the file listing the month of the rental.
 - A new file is created with listing the date and name (*ex 9-15-21 – Jones Birthday Party*).
 - The applicant is notified and arrangements are made to pay the remaining balance in full.
 - c. The process is now complete.
 - d. If applicant answers **YES to any questions**, an Application for Public Assembly, Parade & Special Events in City Parks application **must be filled** out as well.
 - e. Once the form is accepted, the date will then be entered into Rec Desk as “Pending Approval” to reserve the date/time/location, etc.. Ex: (Jones Birthday Party – Pending Approval).
 - f. The form is then emailed to the Recreation Superintendent for Review and recommendation.
 - g. The Director of Parks and Recreation reviews the application and attachments and makes the final approval for the activity.
 - h. Depending on the event, the Recreation Superintendent will schedule a meeting with the applicant and Director of Parks and Recreation to review the Event Plan.

- i. All fees are collected at least 72 hours in advance of the event. Failure to pay shall result in loss of deposit and cancellation of reservation.
- j. Event permit is issued by staff.
- k. The Application documentation is scanned into Sharepoint / Facilities / Documents / Facility Rentals.
- l. Click on the appropriate location.
- m. The document is placed in the file listing the month of the rental.
- n. A new file is created with listing the date and name (*ex 9-15-21 – Jones Birthday Party*).
- o. A hard copy is entered in the “Facility Reservation” Binder, located at the front desk.
- p. Any questions relating to the Picnic Area/Shelter Reservation Form that are not mentioned herein should be directed to the Recreation Superintendent. If they are unable to assist, direct questions to the Director of Parks and Recreation.