

Cancellations or changes **must** be received in writing from the applicant and/or event contact to Facility Reservations. Cancellations or changes submitted to the sites will not be honored. Submit written requests by:

- E-mail to reservations@cityofirvine.org;
- Fax to (949) 724-6608;
- Hand-delivery to the Civic Center: 1 Civic Center Plaza, 2nd floor, Community Services, Irvine, CA 92606; or
- Mail to Facility Reservations, P.O. Box 19575, Irvine, CA 92623-9575.

CANCELLATION POLICY:

Cancellations made more than 30 days prior to the event will result in a refund, less 5% of all payments made. Cancellations or changes of facility, date, or room made fewer than 30 days before the event will result in loss of all deposits paid. Any cancellation or change of facility, date or room made fewer than 14 days before the event will result in the loss of all fees paid, including the deposit.

CHANGES/ADJUSTMENTS:

One adjustment per application will be processed at no charge. Additional changes or revisions to an application will be assessed a \$30 processing fee per change. These changes include but are not limited to any adjustments to time, number of attendees, etc.

The applicant and/or event contact person must be present at the event and stay for the entire time. They are also the only persons who may request changes to the reservation.

EARLY ARRIVAL / LATE DEPARTURE:

A fee, billed to the nearest half hour, will be assessed if any member of the applicant's party arrives early or leaves past the reserved time. Fees are charged at 150% of the applicable hourly room rate. Category II and III users will be billed at \$45 per hour or the applicable room rate, whichever is higher. Groups will be billed per room used.

Refunds or credits are not available for early departure from a scheduled reservation or for unused time.

The applicant and/or the event contact person must have a meeting at the reserved site at least 14 days prior to the event. Caterers should also attend the site meeting. Failure to complete a site meeting could result in cancellation and forfeiture of fees and deposits.

The City may relocate Category II organizations to a more appropriately-sized room or location and may modify reservation start and end times, based on actual attendance and usage.

If the facility and/or equipment are not cleaned or are damaged due to the applicant's use, the deposits paid may be partially or totally forfeited and any additional costs will be billed to the applicant.

All clean up must be completed prior to the finish time indicated on the application.

All vendors displaying or selling items, or those providing a service in relationship to a reservation must provide proof of a current City of Irvine Business License.

Deposits less any charges will be refunded to the applicant approximately four (4) weeks after the event. Refunds are returned to the applicant's credit card or by check, depending on the original form of payment.

A complete set of policies are available online at www.cityofirvine.org.

Failure to comply with any section of the Public Facilities Reservation and Fee Policies requirements or falsification of information is subject to the forfeiture of all deposits and fees paid.