

Customer Acknowledgment Form

By signing this form, the customer (party/rental host) agrees that they received the Party Package Guidelines/Rental Guideline packet(s) and they have/will take it upon themselves to make him/her aware of all necessary information provided. The customer agrees that not all pertinent information may be explained verbally by staff members during the process of booking your reservation. The guideline packet is provided to you for this purpose. It is your responsibility to make your guests aware of all information related to your event as they pertain to this facility.

It is the customer who must make themselves aware of what our facility and pool hours of operation are, as they pertain to parties/rentals, on the day of your scheduled event.

You must familiarize yourself with our room charges and seating capacities, the size and shape of our tables, and what is or isn't included as part of your event and related fees.

Room rental and Day Passes are separate charges. If you would like any of your guests to be able to utilize any activity area of this facility day passes must be purchased for those individuals. Price of day passes is based on the residency of the individual getting the pass—not the residency of the individual paying for it.

Payments made to reserve a date, including activity rentals, are immediately subject to our refund policy.

All transactions, including those of your guests, the day of your event must be processed solely with a member of our party staff.

There will be no refund for rented areas of the facility that go fully or partially unused the day of your event. Rental times may only be adjusted with approval of Kirksey Recreation Center Staff.

Parties/rentals on Saturday can arrive no earlier than 11:45 a.m., and Sunday 11:15 a.m. The facility closes at 8:00 p.m. Saturday (6:00 p.m. June-August) and 5:00 p.m. Sunday. Please make sure your plans do not exceed these hours without prior signed approval from the Recreation Supervisor.

Be aware that we reserve the right to move groups from one room to another based on our needs without notice. This is regardless of what room was reserved for you upon your initial booking. You will be notified only in the event table shapes/sizes are of a concern. On the rare occasion this happens it will not affect your rental rate.

The earliest you may enter your rental room is 15 minutes before your rental time starts. If more time is needed you must rent that time in 30 minute increments when reserving your date, based upon availability. Room setup is only guaranteed by the start of your rental time. Customer cleanup must be concluded by the end of your rental time. Added rental charges *and* staff charges may apply for rented areas occupied beyond your scheduled rental time.

Due to staffing, we require a minimum of a one week notice to rent the climbing wall. If your group is scheduled to use the climbing wall you (host) must provide the parent(s) of each child a copy of our climbing wall Waiver to complete and sign. A copy of the waiver is contained in the guideline packet. Only a parent or legal guardian may sign a waiver for a child under the age of 18. These waivers will be collected by the climbing wall staff the day of your event. Children must be at least 6 years old to climb.

Party/rental hosts are responsible for their guest's behavior, in general, and towards staff and other customers while in this facility and on the premises.

Personal checks are not accepted within 14 days of your event and will not be accepted the day of your event to pay your balance.

We reserve the right to deny/cancel any rental that conflicts with our mission, values and program offerings or any other reason we deem necessary.

Customer: _____

Date: _____

NOTE: A copy of this signed form will be provided to the party host and one copy will be attached with your application for our records.