

## Frequently Asked Questions and Basic Information for Pasco Park Rentals



1. What is the process to rent a park or facility?
  - a. Parks are open April 1 – September 30.
  - b. Rentals for parks may be done online up to 100 days in advance or on the first business day of the year.
  - c. Regular Rental: Rented a minimum of 8 days in advance. We can't hold a shelter without payment.
  - d. Short Notice Rental: Rented 3 to 7 days before date; \$20 late fee applies (in person only).
  - e. Rentals are done online at [www.pascoparksandrec.com](http://www.pascoparksandrec.com) or in person at 525 N 3<sup>rd</sup>, Monday-Friday 8 am to 4:30 pm; except holidays.
  - f. Payment in full is due at time of rental.
2. What are the basic rules?
  - a. No piñatas in any City Of Pasco Park.
    - i. WHY? They leave a mess, destroy trees and endanger other park goers.
  - b. No bouncy houses allowed.
    - i. EXCEPTIONS: Memorial, Kurtzman and Volunteer; a rental is required along with proof of insurance from the rental company, with the City of Pasco named as the additional insured. No last minute bouncy houses allowed on a current rental; 8 days' notice required for City staff notification.
  - c. No balloons of any type.
    - i. WHY? Balloons are messy, get into our equipment, tangle in trees and birds can eat them.
  - d. No amplified music other than a small boom box.
    - i. EXCEPTIONS: Require a special event permit. Must follow City Noise Ordinance. Not allowed in Chiawana Park.
  - e. Third Party Vendors: If contracting out to a third party vendor, insurance is required with the City of Pasco named as the additional insured.
  - f. No Duct Tape allowed for decorations; you may use Scotch Tape.
  - g. No nailing or stapling decorations to any structure in the park.
  - h. No generators.
  - i. No Alcohol.
3. What are the Refund, Cancellation, and Deposit Withholding policies?
  - a. More than 30 days' notice, 100% less a \$10 processing fee.
  - b. Less than 30 days' notice before event, rental fee withheld and only the Deposit will be refunded.
  - c. No changes to a rental with less than 10 days' notice. More than 10 days' notice is subject to a \$10 processing fee.
  - d. If you violate your rental contract, your FULL deposit will be withheld. Retention of the deposit shall not relieve you, the customer, of the obligation to pay for additional repairs or cleanup in the event that the deposit is insufficient to cover such amounts and shall not waive any right of the City to recover any such amounts from the Customer.
4. How do I get my deposit back?
  - a. If you pay by Credit Card the deposit is generally refunded back to your card within 1 week.
  - b. If you pay by Cash or Check it may take up to 3 weeks for a refund by mail.
5. Can we put up a pop-up shade structure?
  - a. Only if you use weighted buckets to secure it. There is no staking into ground or tying to trees.
6. What if I rent a shelter and someone is using it?
  - a. Ask them to leave and if they refuse call non-emergency dispatch at 509-545-3510; this number is on your contract.
  - b. Make sure to take your contract with you to the rental; it's required.
7. Which shelters have power?
  - a. Power is available with a key at Kurtzman, & both Memorial shelters. A key must be picked up at our office the business day before your rental (usually Friday) and returned Monday morning.
  - b. Chiawana Park, shelter number 1 has power; no key is needed.
8. Can I use a shelter without renting it?
  - a. Yes, if they aren't already rented, signs will be posted if unavailable. All basic rules apply and NO bouncy houses are allowed; no exceptions.
  - b. It's first come first served, and you are not allowed to mark an area as "reserved", however you can stay at the shelter to use it. The moment you walk away it is open to the public.
9. Are picnic tables available?
  - a. Chiawana Park is the only park with tables in the shelters; 4 in shelters 2 and 3 and 10 in shelter 1.
10. Can I take a grill?
  - a. You may take a grill but if you have charcoal you must take it when you leave.
  - b. **No table top grills.**