



**RECREATION & COMMUNITY SERVICES
POLICIES AND PROCEDURES**



Recreation & Community Services Policies and Procedures

Table of Contents

I. Introduction 3
II. Applications 3
III. Definitions 3
IV. General Rules 4
V. Events with Alcohol 6
VI. Security (excluding Moonlight Amphitheatre and AVO Playhouse) 6
VII. Deposits 6
VIII. Insurance 7
IX. Youth/Teen Events (excluding Moonlight Amphitheatre or AVO Playhouse) 7
X. Fees 7
a. Jim Porter Recreation Center, Thibodo Community Room, and Senior Center Park Terrace, Azalea Room, and Jasmine Room Rentals 7
b. Rancho Buena Vista Adobe and Morris B. Vance Community Room 8
c. Moonlight Amphitheatre and AVO Playhouse 8
d. Fee Waiver 8
XI. Cancellations/Refunds 8
a. Jim Porter Recreation Center, Thibodo Community Room, Park Terrace, Azalea Room, Jasmine Room, and Brengle Terrace Disc Golf Course Rentals 8
b. Rancho Buena Vista Adobe and Morris B. Vance Community Room 8
c. Moonlight Amphitheatre and AVO Playhouse 8
XII. Site-Specific Policies & Procedures 9
a. Park Pavilion & Picnic Areas 9
b. Rancho Buena Vista Adobe 9
c. Park Terrace 10
d. Civic Center Morris B. Vance Community Room 10
e. Civic Center Lobby 10
f. Civic Center Courtyard 10
g. Athletic Fields 10
h. Moonlight Amphitheatre and AVO Playhouse 10
i. Wave Waterpark 11
XIII. Senior Center Co-Sponsored Eligibility and Application Process 12
a. Eligibility 12
b. Application Process 13
XIV. Culture Caravan 13
a. Single-Day Trips 13
b. Multi-Day Trips 13
c. Indian Casino Trips 13



Recreation & Community Services Policies and Procedures

I. Introduction

Vista City Council-approved Recreation & Community Services Department Policies and Procedures define the parameters and guidelines for the rental of City-owned buildings, facilities, parks, and sports fields (“facility rentals”) and the operations of recreation programs. The City of Vista Municipal Code (“VMC”) must be followed at all times in addition to the following. Policies and procedures apply to all facility rentals unless otherwise noted.

II. Applications

- a. Facility rental applicants shall be 21 years or more of age and must provide proof of age with a government issued identification card.
- b. Facility rental applications must be received by the Department no later than 14 business days prior to the date of the event.
- c. Rental applications will not be accepted by the Department more than 12 months prior to reservation date, except for Moonlight Amphitheatre, AVO Playhouse, and Rancho Buena Vista Adobe.
- d. Major Park Events must follow regulations per VMC section 12.13.020.
- e. Facility rentals are not available on City recognized holidays; exceptions must receive approval from the Director of the Recreation & Community Services Department or designee.

III. Definitions

- a. Facility Rental Fee
Total amount due for all fees, including but not limited to building rental, security, cleaning, alcohol permit, and deposit for facility rental.
- b. Building Rental Fee
Total amount due for use of building based on permitted hours.
- c. Facility Rental Deposit (“Deposit”)
A refundable deposit that may be used to pay for outstanding charges, including but not limited to the cost of loss, repair, or extraordinary cleaning to the rental facility or its contents for damage beyond normal wear and tear and additional Building Rental Fee for rental occupancy beyond the permitted time. Additional rental time beyond the permit is charged at the hourly rental rate in intervals of 30 minutes.
- d. Security Fee
Security is required for some events and is arranged and contracted by the City and rental applicant shall bear 100% of the cost.
- e. Facility Cleaning Fee
Facility cleaning is arranged and contracted by the City and rental applicant shall bear 100% of the cost.
- f. Rental Group Classification
Rental rate is based on the individual/group applicant signatory’s address per identification. Non-profits must have a City of Vista local chapter address for the Group A: “Resident, non-profit” rate. Classification is not based on attendees.



Recreation & Community Services Policies and Procedures

- g. Athletic Group
This group classification applies only to field rentals. The group classification is determined by 65% of the group's participants for adult activities and 95% of the youth's school attendance at a Vista Unified School.
- h. Teen Event
An event intended for/or celebrating teens as a gathering time with entertainment or social interaction (for example a birthday/baptism).
- i. Teenager/Teen
Any person aged 13 years to 19 years.
- j. Youth Event
An event intended for/or celebrating youth as a gathering time with entertainment or social interaction (for example birthday/baptism).
- k. Youth
Any person aged 7 years to 12 years and 11 months.
- l. Ticketed Event/Non-Ticketed Event
A ticketed event is one in which the facility rental applicant requires attendees to purchase a ticket for the event. A non-ticketed event is one in which the facility rental applicant does not require attendees to purchase a ticket for the event.

IV. General Rules

- a. Facility rental applicant or designated representative must be present and available during the entire rental period. Failure to do so may result in immediate termination of the rental.
- b. City-owned equipment or furnishings, with exception of tables and chairs, shall not be removed or relocated.
- c. Facility rental applicant shall sign and be bound by facility rental permit/contract.
- d. Department personnel may be present during all hours of facility rental.
- e. Facility rental does not provide reserved or guaranteed availability of parking.
- f. The City shall not be responsible for any personal property lost, misplaced, or left behind.
- g. By executing the rental permit/contract, facility rental applicant agrees to allow City Department, Fire Department, or Law Enforcement personnel access to the rental facility at any time to ensure all rules, regulations, and laws are observed and shall have the authority to terminate facility rental when personnel reasonably believe the use of the rental facility poses an immediate risk to the safety and welfare to the rental facility occupants or users. The use of the rental facility may also be terminated by City Department, Fire, or Law Enforcement personnel if a violation of federal, state, municipal ordinances, or the Policies and Procedures are present and facility rental applicant does not immediately correct the violation, or a violation identified resumes after facility rental applicant receives an initial warning for the same or similar violation.
- h. Alcohol is prohibited at athletic fields and gymnasiums.



Recreation & Community Services Policies and Procedures

- i. At the end of the rental period, the facility rental applicant shall return facility to the pre-event condition. All decorations removed, all trash disposed in proper receptacles, and removal of all personal property.
- j. Facility rental applicant is responsible to ensure event noise does not disturb other activities in or surrounding the facility or neighborhood. VMC Chapter 8.32 applies.
- k. Smoking at rental facilities is prohibited except in authorized areas.
- l. Rental applicant shall be responsible for all costs to repair and/or replace damage to the facility and/or equipment and cleaning to pre-event condition. If additional rental time is added to the event, damage occurs, or excessive cleaning is necessary, the applicant shall be invoiced and pay the outstanding balance within seven calendar days of the date of the invoice.
- m. Live bands are prohibited at Thibodo Community Center.
- n. All events must end by 10 p.m. (does not apply to AVO Playhouse or Moonlight Amphitheatre).
- o. Walls and fixtures of facilities may be decorated during rental period and must be affixed using non-invasive materials. Invasive materials, such as glue, pins, nails, and staples are prohibited. Wall and ceiling decorations are not allowed at the Morris B. Vance Community Room.
- p. The use of birdseed, rice, silly string, sparklers, confetti, glitter, flower petals, smoke machines, and like materials are prohibited.
- q. All equipment (i.e.: tables, chairs, dance floor, etc.) used during the rental must be from a rental company that provides a certificate of insurance with endorsement to the City.
- r. Animals, except for service animals, are not permitted in the rental facilities.
- s. Facility rentals on a regular basis shall pay the initial rental fee upon application and each subsequent rental fee no later than 30 days prior to the subsequent rental. Failure to pay the rental fee by due date may result in termination of the facility permit.
- t. Rental change of date is processed the same as a cancellation and follows the applicable cancellation policy.
- u. Refunds and credits are issued only to the permit/contract signatory regardless of source of payments.
- v. Using parks and city facilities for business or profit purposes is prohibited without written authorization from the City, such as in a rental contract, lease agreement or instructor contract. Authorized renters must obtain applicable business license permits and provide proof of meeting insurance requirements as specified by the City. VMC 12.08.010, specifically sections K and L, also apply.
- w. City-owned or City-operated vehicles are not authorized for use for non-City-sponsored events.



Recreation & Community Services Policies and Procedures

V. Events with Alcohol

- a. Alcohol, where permitted, is limited to beer, wine, champagne, and malt beverages that do not exceed 14% alcohol. If professionally served, beer and malt beverages may be in bottles and served into glasses. If not professionally served, beer and malt beverages must be in cans only. Kegs, pony kegs or similar receptacles are not permitted.
- b. Authorization for alcohol must be obtained on the reservation permit.
- c. Facility rentals with alcohol consumption shall be a maximum of 6 hours of event rental, excluding set up and clean up at which alcohol is not permitted. (Not applicable to Moonlight Amphitheatre and AVO Playhouse).
- d. Facility rentals where alcohol is consumed must have security at a ratio of one guard for every 100 people or portion thereof. (Not applicable to Moonlight Amphitheatre and AVO Playhouse; please refer to site-specific details).
- e. Facility rental applicant intending to provide alcohol for sale shall provide to the City written authorization from California Department of Alcohol and Beverage Control.

VI. Security (excluding Moonlight Amphitheatre and AVO Playhouse)

- a. Facility rentals with more than 100 people require one guard for every 100 people.
- b. Facility rentals with live music or alcohol require security at a ratio of one security guard for every 100 people or portion thereof.
- c. Security is required to be on site 30 minutes prior to the start of the event and 30 minutes after the end of the event. All security has a minimum charge based upon the City’s current contract.

VII. Deposits

- a. Required deposit amounts for rentals are indicated below:

Facility	Deposit Amount
AVO Playhouse	\$500
Civic Center Morris B. Vance Community Room	\$500
Civic Center Morris B. Vance Community Room: Kitchen	\$500
Moonlight Amphitheatre	\$1,000
Outdoor Facility Rentals: 100+ people	\$100
Rancho Buena Vista Adobe	\$1,000
Wave Waterpark Birthday Parties/Groups	\$50
Wave Waterpark Competition Pool	25% of total rental cost
Wave Waterpark FlowRider or FlowRider/Riptide/River	25% of total rental cost
Wave Waterpark Private Party	25% of total rental cost
Wave Waterpark Slide Tower/Picnic Area	25% of total rental cost
Wave Waterpark Splash Pad	25% of total rental cost

- b. Deposits paid by check are due a minimum of 30 days prior to event date and all checks are cashed; deposits paid by credit card or cash are due 14 days prior to the rental date.



Recreation & Community Services Policies and Procedures

- c. The deposit refunds are processed within 45 days of the event, unless used for loss or repair of property or contents. City shall provide facility rental applicant a detailed invoice for all funds used and refund the difference.
- d. Groups renting a facility on a regular basis shall receive a refund for the deposit after the final rental.
- e. Wave Waterpark facility rentals for birthdays/groups are events hosted during operating hours whereas private rentals are after hours, and the only admissions are patrons associated with the private party.
- f. Total rental cost at the Wave Waterpark is the rental fee multiplied by the number of hours rented.

VIII. Insurance

- a. All requirements are applicable to facility rentals, knocker balls, inflatable games, jump permits, caterers, game trucks, and climbing walls and as deemed appropriate by the Department Director or designee.
- b. At the time of reservation facility rental applicants shall have City enforced special event insurance or acceptable insurance of a \$1,000,000 comprehensive general liability insurance naming City of Vista as additional insured on an "Additionally Insured Endorsement" with a 30-day notice of cancellation; rental applicant shall bear 100% cost. If alcohol is present at the facility rental, \$1,000,000 liquor liability insurance is also required.
- c. Facility rental applicant that provides acceptable documentation of liability insurance no later than 30 days prior to the rental date shall receive a full refund of the City enforced special event insurance; such refund is applied to the required deposit.
- d. The use of a licensed caterer requires caterer to provide, no later than 30 days prior to the event, documentation of a City of Vista Business License; \$1,000,000 comprehensive general liability to include: contractual liability, business auto, products (including food) and broad form property damage with insurance certificate naming the City of Vista as additional insured on an "Additionally Insured Endorsement" with a 30-day notice of cancellation; Worker's Compensation (statutory); and \$1,000,000 liquor liability if alcohol is served.
- e. All activities and rental insurance requirements are subject to review and approval by appointed City personnel.

IX. Youth/Teen Events (excluding Moonlight Amphitheatre or AVO Playhouse)

- a. Adult supervision is required at a ratio of one adult for every 20 youth/teens.
- b. Teen events must have three security guards regardless of number of guests.
- c. Alcohol is not permitted at youth/teen events.

X. Fees

- a. Jim Porter Recreation Center, Thibodo Community Room, and Senior Center Park Terrace, Azalea Room, and Jasmine Room Rentals



Recreation & Community Services Policies and Procedures

Facility rental applicant must pay 50% of the Facility Rental Fee at the time of reservation. Outstanding balance of Facility Rental Fee shall be paid no later than 90 days prior to the event date. If the reservation is within 90 days of the event date, 100% of the Facility Rental Fee is due upon reservation.

- b. Rancho Buena Vista Adobe and Morris B. Vance Community Room
Facility rental applicant must pay 50% of the Facility Rental Fee at the time of reservation. Outstanding balance of Facility Rental Fee shall be paid no later than 180 days prior to the event date. If the reservation is within 180 days of the event date, 100% of the Facility Rental Fee is due upon reservation.
- c. Moonlight Amphitheatre and AVO Playhouse
Facility rental applicant must pay 100% of the Facility Rental Fee at the time the signed application is submitted if event is a non-ticketed event. For a ticketed event, the rental fees are deducted from ticket sales revenue through the VISTIX box office.
- d. Fee Waiver
Facility rental applicants requesting a fee waiver must submit such written request, no later than 90 days prior to event date, to the Department Director or designee. City Council must approve all fee waivers.
- e. Disc Golf: Facility rental applicant must pay 50% of the Facility Rental Fee at the time of reservation. Outstanding balance of Facility Rental Fee shall be paid no later than 90 days prior to event date. If the reservation is within 90 days of event date, 100% of the Facility Rental Fee is due upon reservation.
- f. Failure to pay fees accordingly may subject the facility rental to cancellation.

XI. Cancellations/Refunds

- a. Jim Porter Recreation Center, Thibodo Community Room, Park Terrace, Azalea Room, Jasmine Room, and Brengle Terrace Disc Golf Course Rentals
Facility rental applicant that provides a written cancellation more than 90 days prior to the rental date shall be entitled to a refund of 100% of all fees paid to date. Cancellations received fewer than 90 days prior to rental event shall not be entitled to a refund of Building Facility fees paid; however, shall receive 100% of other fees (cleaning, security, staff, alcohol permit) paid to date if the City did not incur an expense because of rental.
- b. Rancho Buena Vista Adobe and Morris B. Vance Community Room
Facility rental applicant that provides a written cancellation more than 180 days prior to the rental date shall be entitled to receive a refund of 50% of Building Rental Fee paid to date, and 100% of all other fees (cleaning, security, staff, set up, alcohol permit) paid to date. Cancellations received fewer than 180 days prior to rental event shall not be entitled to a refund of Building Facility fees paid to date; however, shall receive 100% of other fees (cleaning, security, staff, set up, alcohol permit) paid to date if the City did not incur an expense because of the rental.
- c. Moonlight Amphitheatre and AVO Playhouse



Recreation & Community Services Policies and Procedures

- Facility rental applicant that provides a written cancellation 60 or more days prior to event date shall receive 100% refund of rental fee. A written cancellation received 31-59 days prior to the event date shall be entitled to a 50% refund of the estimated rental fee (excluding cost of labor). Written cancellations received fewer than 31 days prior to the event shall not be entitled to a refund and rental applicant shall be liable for 100% of the estimated rental fee (excluding cost of labor).
- d. A change of rental date is treated the same as a rental cancellation and follows the same refund policy.
 - e. A written notice of cancellation by facility rental applicant may be delivered in person or by US Mail, postage paid, to the Department. Notices via US Mail are dated the date of the cancelled postmark of envelope. Cancellation is not deemed received until Facility Rental Applicant receives a notice of cancellation from the City.
 - f. Park & Picnic Pavilion rental cancellations received no later than 30 days prior to rental date will receive a refund less a \$25 transaction fee. All other cancellations are not entitled to a refund.
 - g. Park & Picnic Pavilion cancellations due to rain may be rescheduled at no additional charge. Refunds will not be provided.
 - h. Youth Sports cancellations received no later than two weeks after the first practice shall receive a refund less a 25% transaction fee or 100% credit. All other cancellations are not entitled to a refund and/or credit.
 - i. Recreation Camps/Early Childhood Education Programs/Classes cancellations received no later than 30 days prior to the onset of the paid session (class start date) will receive a refund less a 25% transaction fee or 100% credit. All other cancellations are not entitled to a refund and/or credit.
 - j. Adult sports cancellations received no later than 30 days prior to the first scheduled game will receive a refund less a 25% transaction fee or 100% credit. All other cancellations are not entitled to a refund and/or credit.
 - k. All credits expire one year after the date the credit was issued.

XII. Site-Specific Policies & Procedures

- a. Park Pavilion & Picnic Areas
 1. Picnic areas have a maximum capacity of 100 people; events with more than 100 people are required to rent an additional picnic area.
 2. Facility rental applicants with jump houses must obtain prior written permission. The jump house company must have acceptable insurance on file with the City and must list the City of Vista as additionally insured with an additional insured endorsement.
 3. All events must end, be dismantled and vacated by dusk.
 4. Electric sound amplification equipment is prohibited without prior written permission from Department Director or designee in any park or picnic area.
- b. Rancho Buena Vista Adobe
 1. Youth events are prohibited.



Recreation & Community Services Policies and Procedures

2. A licensed caterer is required if a meal is prepared on site.
- c. Park Terrace
 1. Rental applicant must obtain a licensed caterer for use of kitchen.
 2. Kitchen use at Park Terrace requires an additional kitchen personnel fee.
 3. Kitchen use requires an additional kitchen cleaning fee.
- d. Civic Center Morris B. Vance Community Room
 1. Rental applicant must obtain a licensed caterer for use of kitchen.
 2. Kitchen use requires an additional kitchen cleaning fee.
 3. Lobby furniture must remain in place and cannot be temporarily relocated.
- e. Civic Center Lobby
 1. All rentals require two security guards. Rentals with more than 100 people require one additional security guard for every 100 people or portion thereof.
 2. Kitchen is not available for lobby facility rentals.
 3. Furniture must remain in place and not be relocated.
- f. Civic Center Courtyard
 1. Facility rentals require one security guard per 100 people or portion thereof.
 2. Facility rentals with the consumption of alcohol require special fences of which rental applicant is to bear 100% of the cost.
- g. Athletic Fields
 1. Rental applicants that provide a written cancellation notice to the Department 60 or more days prior to the event shall be entitled to a complete (100%) refund. Cancellations received fewer than 60 days prior to the event shall not be entitled to a refund. Cancellations by the City due to non-playable condition of the field are fully refundable.
- h. Moonlight Amphitheatre and AVO Playhouse
 1. Facility rental fee includes one department staff member acting as building facilitator. Facility rentals to for-profit renters require sound and lighting to be provided by staff as outlined in the City memorandum of agreement with International Alliance of Theatrical Stage Employees (IATSE) Local 122. Additional staff will be billed at the rental contract rate; refer to contract for details.
 2. The necessity for security guard(s) will be assessed by the Department Director or designee based on the production. The facility rental applicant shall bear 100% of all guard costs.
 3. Facility rental applicant intending to sell concessions, alcohol, or catering services at the Moonlight Amphitheatre must contract with the facility concessionaire. If the facility concessionaire declines to provide service at an event, any and all food and/or beverage sales must be approved by the Department Director or designee.
 4. Facility rental applicant with a ticketed event must use VISTIX ticketing for ticket sales.
 5. If a renter chooses to pull consignment tickets for organizational specific sales, (no greater than 50% of the house), then renter shall pay (prior to the release of the consigned tickets) a deposit equal to 50% of the estimated rental contract fee.



Recreation & Community Services Policies and Procedures

6. Facility rental applicant with the sale of merchandise (flowers, CDs, t-shirts, etc.) shall be assessed a fee of 10% of gross sales for “non-profit” rental applicants and 20% of gross sales for “for-profit” rental applicants.
7. Facility rental applicant for the AVO Playhouse shall be entitled to advertising space on the AVO Playhouse marquee and display cases. A marquee usage form must be submitted to the Department with the rental application.
8. Renters will be provided an initial 60-minute walk-through of the venue and may have one additional 30-minute walk-through. Renter will be charged and is responsible for the hourly rate of the staff required for any additional walk-throughs.
9. Cancellation Policy: A signed and approved event application reserves the rental. Any written cancellation received by the department 60 days or more prior to reservation date shall not be liable for a rental fee. A written cancellation received 31-59 days prior to the event date shall be entitled to a 50% refund of the estimated rental fee (excluding cost of labor) and written cancellations received fewer than 31 days prior to the event shall not be entitled to a refund and rental applicant shall be liable for 100% of the estimated rental fee (excluding cost of labor).
10. All rental applicants must comply with VMC Chapter 8.32.
11. Facility rental applicants must ensure that all events using sound amplification equipment end no later than 10 p.m.
- i. Wave Waterpark
 1. **General admission refunds:** Tickets and passes are non-transferable and non-refundable. The waterpark operates in rainy conditions and may close the pools if lightning is detected within close proximity. If The waterpark closes the park during normal, scheduled operating hours due to weather or unforeseen circumstances, a rain check will be issued for a return visit in the same operating summer. No refunds will be given.
 2. **Swim lesson cancellations and refunds:** When the Wave Waterpark cancels a program, participants or payees shall be eligible for a full refund without processing fee or penalty. Programs have class minimums to operate and may be cancelled and rescheduled due to severe weather or other unplanned reasons at the discretion of the manager on duty. Classes will continue in the rain and other mild conditions. When registrants request a refund prior to the second scheduled class, a refund will be granted minus a cancellation processing fee of \$5, and the prorated fee for the first class (total class fee divided by number of classes). Beginning on the second-class date, no refunds will be given. Registrants may request a transfer prior to the scheduled program, if a transfer is made to a class/program with a difference in fees, then the payment is due immediately at the time of the transfer. When registrants request a transfer prior to the second scheduled class, a transfer credit will be granted minus the prorated fee of the attended class, if a transfer is made to a class/program with a difference in fees,



Recreation & Community Services Policies and Procedures

then payment is due immediately at that time. Beginning on the second-class date, no transfers will be granted. All transfer credits must be used within 30 days or will expire. If registrants fail to attend a program after it begins, they are not entitled to a refund or transfer. Refunds may take up to two weeks to process depending on payment type.

3. **Splash camp refunds and transfers:**

- a. *Cancellation by the Wave Waterpark.* In case the waterpark cancels a program, participants or payees are eligible for a full refund without any processing fee or penalty. Program cancellations may occur due to not meeting minimum participant requirements or unforeseen reasons at the discretion of the manager on duty. Classes will proceed in the rain and mild conditions.
- b. *Participant Requested Refunds.* Refunds can be requested before the second scheduled class, with a deduction for a cancellation processing fee of \$10 per child per week and the prorated fee for the first class (total class fee paid divided by the number of classes). No refunds will be given starting from the second-class date.
- c. *Transfers.* Registrants may request a transfer before the program starts. If transferred to a class/program with additional fees, payment is due immediately. Transfer requests made before the second scheduled class will receive a transfer credit minus the prorated fee of the attended class, with any fee difference payable immediately. No transfers will be granted starting from the second-class date. Transfer credits must be used within 30 days or will expire.
- d. *Non-attendance.* If registrants fail to attend a program, they are not entitled to a refund or transfer.
- e. Refunds may take up to two weeks to process, depending on payment type.

4. **Birthdays/groups:** Deposits are non-refundable if cancelled within 72 hours of the scheduled event. All cancellations are subject to a \$5 processing fee.

5. **Private rentals:**

- a. Private renters may request a cancellation and refund of their event deposit up to two weeks prior to the event date (full refund minus a \$25 processing fee). Cancellations that occur within two weeks to three days prior to the event will be granted a refund minus a \$50 cancellation processing fee. Cancellations that occur with less than 72-hour notice will be granted; however, the deposit will not be refunded.
- b. Private renters may transfer their event date and deposit to a future date within two weeks to three days prior to the event at no penalty. Only one date transfer is permitted. Transfer requests that occur with less than 72-hour notice will not be granted.

XIII. Senior Center Co-Sponsored Eligibility and Application Process

a. Eligibility



Recreation & Community Services Policies and Procedures

1. Organization must have an open enrollment/attendance policy accepting all members of the public.
 2. Organization must provide a service that is not currently offered or served.
 3. Organization must provide the service free of charge or below market rate to participants and free of charge to the City.
- b. Application Process
1. Submit a City of Vista Facility Use Application.
 2. Submit the following with the application:
 - i. Official membership roster with member's name, address, and age.
 - ii. Certifications/qualifications for service to be provided.
 - iii. Process organization utilizes to screen and select volunteers, if applicable.
 3. Organization must be approved by the Senior Citizens Affairs Commission.

XIV. Culture Caravan

- a. Single-Day Trips
1. Full payment is due at the time of reservation.
 2. Written cancellations received 30 or more days prior to trip date shall be entitled to a full refund of fees paid less a \$10 service charge per person.
 3. Written cancellations received fewer than 30 days prior to trip date shall not be entitled to a refund of any amount.
- b. Multi-Day Trips
1. An initial payment of \$50 is due for each traveler at the time of reservation.
 2. 100% of trip cost is due no later than 45 days prior to travel date.
 3. Written cancellation received no later than 45 days prior to the first day of travel shall receive a full refund less a \$50 processing fee.
 4. Written cancellations received fewer than 45 days prior to the first day of travel shall not be entitled to a refund of any amount.
- c. Indian Casino Trips
1. All passengers must be 21 years of age or older.
 2. Cancellations at any time are not entitled to a refund of any amount.