

# Property Reservations

Policies & Procedures



## General

1. Meetings held at properties owned by Girl Scouts of Greater Los Angeles shall not restrict participation based on race, religion, color, creed, or physical capabilities.
2. All Reservations are taken on a 'first-come, first-served' basis with all forms completely filled out with full payment.
3. Reservations will not be taken over the phone, nor can any property be held until paperwork and fees are received.
4. All forms must be filled out completely and correctly. Any form that is incomplete will be returned without being processed. Make sure all information is correct. i.e. address, phone number, preferred date, etc.
5. Exclusive use of any property is not guaranteed unless arrangements have been made and the event warrants exclusive use. Properties with several rooms, multiple floors and indoor/outdoor potential may have simultaneous users, both Girl Scout and non-Girl Scout. There may be a need to share restrooms and common areas. If you wish to book multiple rooms, you must submit deposits and pay all applicable fees for each room/location.
6. Girl Scouts of Greater Los Angeles reserves the right to refuse use of any facility, reschedule, or cancel any reservation at any time. Should your reserved date be canceled due to a Council Meeting or Training, you will be notified in advance.

## Troop Meeting – Monthly / Bi-weekly (September to June)

1. The Regular Troop meeting reservation schedule will be as follows:
  - June 1<sup>st</sup> Open for all GSGLA Service Units
  - July 1<sup>st</sup>: Open for all GSGLA troops
  - August 1<sup>st</sup> Open for all other groups
2. To accommodate the Day Use and Overnight use of the facilities, Regular Troop meetings can not be held from 4:00 pm on Friday through 1:00 pm on Sunday.
3. Reservations for Regular Troop meetings are booked at intervals of 2 hours at a time for bi-weekly users. Once a month meetings may be booked for up to 4 hours. Weekly use requires two separate bi-weekly reservations and fees.
4. First Aid/CPR training is recommended for an adult in attendance at all Troop meetings.

## One-Time Day Use and Overnight Use

1. One-time Day Use and Overnight Use reservation priority schedule:
  - In Council No earlier than 6 months and no later than 2 weeks prior to date
    - Due to the lead time necessary to properly promote large-scale Service Unit events, GSGLA will accept property reservations for Service Unit events up to nine months in advance
  - All other No earlier than 5 months and no later than 2 weeks prior to date
2. Check-In time for any Overnight will be 4:30 pm; Check-Out time will be 11:00 am on the day of departure. To arrive at an earlier time or depart at a later time will incur the Day Use fee.

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3. Day Use fees apply to any use that takes place between 8:00 am and 5:00 pm. Any events lasting past 5:00 pm will be charged the Overnight Fee.
4. Service Unit Events – The approved *Intent to Operate Event* permission form must be supplied to the property reservations registrar for all Service Unit Events. Use privileges may be forfeited if the form is not received by your date(s) of use.
5. For Day Use/Overnight Use, specific safety trainings are required of at least one adult in attendance. First Aid/CPR is mandatory at any event. Overnight Camping Skills training is required for any overnight or outdoor camping event. Other trainings may be required based on the type of activities done. Check with Reservation Registrar or the *Safety-Wise* handbook for other training requirements.

### Payment and Security Deposits

1. All fees are due at the time of Reservation. Choose from any of the following options:
  - **Email or fax** in reservation form with credit card information.
  - **Mail** in reservation form with two checks, credit card information, or cash.
  - Turn in reservation form at your **local service center** with two checks, cash, or credit card information.
2. If paying by check separate security deposits are required for all reservation requests. GSGLA will deposit this check only for the reasons stated throughout the policy guidelines. If paying by credit card, your card will be held on file.
  - *If damage occurs to a property that is the fault of the troop/group, the security deposit will be used towards the cost to repair the damage. GSGLA will invoice the troop/group for all costs beyond the amount of the security deposit.*

### Key and Access Code Use

1. Keys are available for pick up at the Montclair or Long Beach Service Center starting a week prior to the scheduled event. Arrangements may also be made to have keys mailed to you.
2. Keys must be returned to the same Service Center within 1 week of use by mail or drop off. Completed Checkout Procedures form must be included to begin the security deposit review/refund process. *(Form located on GSGLA website)*
3. For properties with electronic access codes, codes will be emailed or mailed to the leader, based on their stated preference, 7 to 10 days prior to date of use.
4. For properties with access codes, only the completed checkout procedures form needs to be turned in to begin the security deposit review/refund process. *(Form located on GSGLA website)*
5. For troops regularly meeting at a facility with keys, keys are to be returned no later than June 30th. Your deposit will not be refunded if your keys are not received on time.
6. No leader or group with a key or access code is allowed to use the key or code to enter the facility at any time for any reason before or after their reserved time. Violation of this will mean a forfeit of the security deposit and may be grounds for a suspension of use privileges.

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#### **Cancellation Policy – Please read carefully**

1. Cancellations made more than one month in advance of the reservation date will incur a cancellation fee equal to one day (or night) rental rate. The remaining rental fees will be refunded.
2. Cancellations made one month or less from the reservation date will forfeit all rental fees.
3. A rescheduling of an already confirmed reservation is considered a cancellation and the cancellation policy will apply.
  - Service Unit Events rescheduled due to low registration excepted.
4. No refunds (partial or full) are given for cancellation of a Regular Troop Meeting reservation once it has been confirmed.

#### **Insurance Requirements for all Users**

##### For GSGLA Service Unit and Troop Events

1. Registered Girls and Adults are covered for accident and activity insurance during Girl Scout activities through GSUSA's Mutual of Omaha policy. If any non-members are to be present at the facility at the time of the reservation, additional Insurance needs to be purchased.
2. If your overnight event will last more than 2 consecutive nights, you **MUST** purchase additional insurance for every person in attendance, whether they are a registered member or not.
3. For all questions regarding additional insurance, contact your local service center. They will be able to assist you with forms, procedures, and costs to purchase the necessary coverage.

##### For Non GSGLA Users and Private Events

1. All non-GSGLA groups are required to furnish Girl Scouts of Greater Los Angeles with a Certificate of General Liability Insurance, naming GSGLA as additional insured, in the amount of \$1 Million dollars.
2. For Private Events with less than 200 guests, who are unable to supply a Certificate of General Liability Insurance, the insurance requirement will be waived. In its place, the group must sign and agree to GSGLA's "License to Use Property and Indemnity Agreement" or Hold Harmless agreement.
3. For Private Events of 200 or more guests, additional insurance must be purchased from an outside insurance company such as Fireman's Fund to cover the event. As above, the certificate must be in the amount of \$1 Million and name GSGLA as additional insured. The group will also be required to sign and agree to GSGLA's "License to Use Property and Indemnity Agreement" or Hold Harmless agreement.