

# TIPS FOR A GREAT RENTAL

Check each page for the correct number to call to make a reservation. For most venues we accept bookings two years in advance and require at least two weeks notice.



## Payment

Payment in full is required to confirm booking. Acceptable payments over phone - Most all major credit cards. Payment by check can be taken at the admin office in Wauwatosa, Mon- Fri, 8 am - 4:30 pm.



## Changes

Most venues need a 90 days notice to change location or date. To add extra hours, we'll need a two weeks notice. A non-refundable processing fee will be charged for all changes.



## Day of

Parks staff arrives 15 minutes before, to open up facility. For rental emergencies on day of rental, please call the number on your Permit. Park staff will respond as soon as possible. (414) 454-4357



## Cancellation

All cancellations must be submitted in writing. If received 90 days or more prior to the rental date, you will receive a full refund minus the processing fee. If received between 90 to 30 days prior to the rental date, you will receive a 50% refund. If received less than 30 days prior to the rental day, you will not receive a refund. Refunds are not issued due to unfavorable weather conditions. Rentals are not rescheduled due to unfavorable weather conditions.



## Indemnity

Renter(s) agrees to indemnify, defend & hold harmless, the County, its officers & employees, from & against all loss or expense including costs and reasonable attorney's fees &/or liability for damages, personal injuries & property damage to the extent caused by any negligent or willful act or omission of renter(s).



## Set up & Clean up

All set up, decorating, catering & clean up must be done within your rental time. If any damage has occurred this will be invoiced to you after the event.



## Food & Beverages

Facilities with kitchenettes allow you to bring in your own food or hire a caterer of your choice. It is best to plan on doing the majority of the prep work & cooking before you arrive.



## Alcohol

Alcoholic drinks, including beer, wine & spirits are permitted at most venues. If you plan on selling alcohol you will need a special event permit. Alcohol can only be served to attendees 21 and over.



## Extra Hours

Keep an eye on the clock. Any additional time on the rental day will be charged at double hourly rate for every 1/2 hour.



## Music

Amplified sound is allowed at most venues, this includes use of microphone, DJ equipment & live bands. NO amplified music is allowed outside.



## Decorations

Decorate your space. Please only use masking tape, no tacks or nails. Confetti & smoke machines are prohibited. Buildings with ceiling fans do not allow helium balloons. ○



## Indoor Inflatables

No inflatable structures indoors. Some locations have outdoor areas. If you set up outside, a certificate of ins. is needed. No staking.



## Petting Zoo

No petting zoos are allowed inside the buildings. Everyone loves ponies, but they are a bit messy.



## Fundraising

To host a sale, raffle, silent auction or accept donations, you'll need a special event permit.



## Smoking

ALL of our parks buildings are SMOKE FREE.



## Picnic Tables

Some rental spaces include use of an adjacent picnic area. Please do not move any tables outside of the picnic area.



## Restrooms

As park pavilions are in public parks, restrooms within the pavilions are open for public use.



## Tables & Chairs

Most spaces include tables & chairs, set up by parks staff. If you want custom set-up, let us know one week prior. Do not bring tables & chairs.



## Public Facilities

Venues are in public spaces & close to public facilities; playgrounds, pools, sports courts & parking. All facilities will be available for public use.

HOW TO  
BOOK

WHAT YOU'RE  
RESPONSIBLE FOR

GOOD TO  
KNOW