

SECTION IV - Policies and Guidelines

The Hmong Cultural Center (HCC) can accommodate a variety of community events or family gatherings. However, to ensure the safety of your guests and to preserve our facility and its exhibits, you must thoroughly read and agree to abide by our policies and guidelines prior to use. **NOTE: You are under camera surveillance at all times.**

1. Reservation is accepted on a first come, first served basis. (50% of the "Total Amount Due" is required to secure your date and time).
2. ECAHMAA reserves the right to cancel any event when a community emergency requires sudden use of the facility.
3. Cleaning of the facility after use must be done within twelve (12) hours or as approved by an ECAHMAA Staff
4. Reasonable care of the facility, its furnishings, and equipment will be the responsibility of the applicant. Applicant agrees to pay for losses or damage to the facility, furnishings, exhibits, or equipment.
5. The applicant is responsible to provide crew members to set-up, run the event, monitor participants, provide security, and event for clean-up.
6. ECAHMAA does not provide a staff member onsite for the entire event. In the event of an emergency, the user may call the Executive Director or Board president.
7. Attendees are only permitted in areas specified in the rental agreement. Anyone under the age of 18 must be supervised by a responsible adult.
8. No signs, posters, or placards may be pinned, nailed, or taped to any interior or exterior surfaces of the building without prior approval from the Executive Director or HCC committee.
9. If security for the event is necessary, the applicant is responsible for contracting such services and notify ECAHMAA, Inc.
10. Applicant must be at least eighteen (18) years of age.
11. Only one of the three contacts can pick up the keys. If one of three cannot pick up the keys, it is the responsibility of the applicant to inform ECAHMAA staff of who will be picking up the keys the week before the event.
12. Extra use of hours will be charged and must be paid within seven (7) business days.

Zero Tolerance Policy: ECAHMAA has a zero-tolerance policy for the following items:

1. No firearms or weapons permitted in the facility.

2. No public intoxication such as drugs or alcohol.
3. No smoking in the facility.
4. No live or dead animals except service animals used for rituals.
5. No open flames in or near the facility, except where designated by the Executive Director or HCC committee, after a fire risk assessment has been done and signed off.

Food and Beverages/Catering:

1. No foods or drinks allowed in the HCC Cultural hall, conference room, hallways, or building entrance, except for cultural use only.
2. Use of commercial kitchen must be under constant supervision by a responsible adult. Cleaning must remove all residue of meat, vegetables, spills, etc.
3. No cutting or chopping of meat or vegetables in the facility except for cultural use only. All items must be prepared prior to transport to the HCC facility.
4. Any food sold and served at the facility must meet the requirements of the Eau Claire County Health Department.
5. ECAHMAA is not responsible for any liability of illnesses or food poisoning for any food served.

Alcohol Policies:

1. If alcohol is provided, the applicant must be at least twenty-one (21) years of age.
2. Any sales of alcohol at the facility must have the proper license by the applicant. ECAHMAA does not provide an alcohol license and is not responsible for any alcohol usage. ECAHMAA, its staff, and personnel, is exempt of any and all liabilities that may result from serving of alcoholic beverages.
3. Alcohol use is not allowed outside of the building, such as parking lots, lawn, or neighborhood businesses.
4. Limited alcohol use for funeral ceremony is allowed but must be monitored closely by the applicant.
5. No underage drinking allowed. Applicant is responsible to ensure alcohol is properly stored, controlled, and/or managed.

Audio/Visual Services and Equipment:

1. ECAHMAA has limited audio/visual equipment which may be used by the applicant. Requests for such equipment must be made at the time of the application. User must provide own laptop computer and any auxiliary cords.
2. Applicant is responsible to reimburse ECAHMAA for all damage or loss to any audio/visual equipment.
3. We cannot guarantee compatibility of our equipment. It is the user's responsibility to check for compatibility when using HCC audio/sound system. We recommend that you properly test equipment functionality before your event.

Set-Up:

1. Set-up must be completed no later than 10:00 PM. Hours available for set-up: 12:00 PM - 10:00 PM.
2. Set-up hours must be arranged with the Executive Director during the time of application.
3. If additional hours are needed for set-up, a service fee may be applied.

Clean-Up:

1. Applicant is responsible for clean-up of the contracted area(s) and restrooms **during and at the end** of the event.
2. Applicant is responsible for their own cleaning supplies, table covers, etc. Our cleaning supplies are for HCC use only.
3. If clean-up is not completed by the agreed upon time, ECAHMAA may hire someone to clean the area and the applicant will be charged.
4. If the cleaning is not adequate as inspected, ECAHMAA may hire additional cleaning services and the user will be charged.
5. The applicant is responsible to walk the outside perimeter of the facility and pick up any garbage left by their guests including but not limited to parking lot, grass areas, walkways, around the building, surrounding neighbors if guests have wandered there, and cigarette butt holders.
6. The applicant is responsible to remove all garbage generated from the event off the property.
7. All garbage and bags must be disposed in the dumpster and not on the ground. Overflow of garbage must be removed from premises.
8. Security deposit will be mailed out after inspection within 10 business days.

Cancellation:

1. All cancellations must be requested in writing to ECAHMAA, Inc., or by a direct phone call to an ECAHMAA staff. A voicemail or text message is not acceptable.

2. Applicant has up to 14 days before the event to cancel an event for a full refund.
3. If a cancellation is made in less than five (5) business days, the security deposit will be reimbursed but the remaining balance amount will be forfeited, as ECAHMAA has lost the opportunity to rent the facility to another applicant.
4. A refund check will be made within ten (10) business days after a cancellation has been received.

SECTION V - Agreement & Signature

Terms of Agreement:

1. I agree that my event must start and end on schedule, per the application. Additional hours and space of facility use may result in additional fees being charged.
2. I agree that the physical condition of the facility must be maintained in the same or better condition prior to my use. I may be billed for any defects of facility condition, equipment condition, or uncleanness resulting from the event.
3. **I agree to pay at least fifty percent (50%) of the full rental charges at the time of application.** The remaining balance must be paid in full before or during the set-up date. I am encouraged to pay the charges in full at the time of application. Payment may be made in cash, personal check, or certified check.
4. I agree to pay for any property damage or cleaning fees. Any additional charges such as damages to property, equipment, or HCC furnishings and exhibits must be paid within ten (10) business days.
5. I agree that I will assume all liability for injury of person(s) or damages to property and understand ECAHMAA is not liable for any damage or loss.
6. I understand ECAHMAA is not responsible for any personal property loss or damage to items left by my participants, including any damage to vehicles parked on ECAHMAA's property or nearby.