



## Frequently Asked Questions

### How do I secure a Community Center room reservation?

After choosing a room to reserve, a Community Center Rental Request form must be completed, and returned, you will be contacted within two-three business days for confirmation.

Full payment is required to secure the reservation. Reservations are taken on a first-come, first-served basis.

### Can I tour the room before making a reservation?

Yes! To make sure rooms and staff are available, please call 651-450-2586 or email [roomrentals@ighmn.gov](mailto:roomrentals@ighmn.gov) to schedule your tour.

### What is included with my room rental?

The rental fee includes the use of the space, tables, chairs, and on-site AV equipment. Community Room 2 also includes a kitchen.

### Am I allowed to serve alcohol at my event?

Alcohol is only allowed in the National Guard Gym and only if served by licensed provider. Security required through the City's Police Department for an extra fee. Alcohol is not allowed in any VMCC rooms.

### How are the rooms arranged?

Choose from banquet, classroom, or theater set up. Staff will set the room up before your event.

### What size are the tables included with my room rental?

We have six foot rectangular tables and eight foot rounds.

### Are outlets available in all of the rooms?

Yes, electrical service is available in all of the Community Center room rentals.

### Am I allowed to arrive early for set-up?

No. Your set up and clean up must take place during your rental time.

### Am I allowed to decorate the room I have rented?

Yes. You can have tabletop decorations and items on the floor (balloons, arches, etc.). Wall and ceiling decorations are not allowed. See rentals rules for specifics.

### Am I allowed to play music at my event?

Yes, as long as the music does not disrupt other events or guests.

### Do you have AV equipment?

Yes. Contact staff for specifics of each room. Use of this equipment is included in your rental fee.

### Can I bring/use food warming devices?

Yes, you can use electric food warmers and crockpots. Open flames and sternos are not allowed.

### How do I access my room rental the day of the event?

Check-in at the Community Center front desk on the day of your rental. At that time, a team member will walk you to the room and make sure the room is unlocked and set up.

### What are the room rental restrictions, set up times, and clean up requirements?

Your set up and clean up must take place during your rental time. A good rule of thumb is to rent at least a half hour on either side of your event. The space should be "picked up" when you are ready to depart, which means tables are all cleared off, all trash is in the bins, and decorations are removed. If the room requires additional cleaning, something is damaged, or you stay past your rental time, you may lose all or part of your security deposit.

### What is the Community Center room rental cancellation policy?

If you cancel at least 7 business days before your event, we'll give you a full refund minus an administrative fee equal to 15% of the sum of the initial room rental and security deposit. No refunds will be given for cancellations made within 7 business days of your event. All cancellations must be submitted in writing to the designated VMCC rental coordinator.

## Learn more:

[ighmn.gov/rentals](http://ighmn.gov/rentals)

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