

Q: What time is the facility available to reserve?

A: The Kernersville Community Recreation Center is open year round (except Federal holidays). A reservation can be made for any **available** time. Available time is notated as time the facility is open *outside* of standing programs and paid reservations. Each reservation is reviewed on a case-by-case basis. The earliest a reservation can start is 10:00am and the latest end time is 10:00pm. A reservation must be booked for a minimum (3) of three hours.

Q: What are the rental rates? Is there a security or a damage deposit?

A: Reservations are hourly; you must include your set up and break down time. There is not a security deposit. In the event of extreme damage, a \$250.00 Excessive Cleaning fee will be incurred and you will be invoiced for the amount. Excessive damage could be - but is not limited to: holes in the wall, food found in the gym, broken mirrors, etc.

Q: Can I schedule a tour of the site before making a reservation?

A: Yes, we actually recommend you coming to the facility before confirming a reservation to ensure the layout and accommodations can hold the event you are envisioning.

Q: When are fees due?

A: To confirm a reservation, payment in full is required at the time of booking. All other fees are due no later than the last business day (before 5:00pm) prior to your event. Upon submission of your application, personnel will provide you with supplemental information on fees along with those due dates, if any.

Q: Can I reserve a facility or pay over the phone? What forms of payment may I use?

A: Yes. Reservations can be made in person at our Administrative Offices (125 East Bodenhamer Street) or over the phone. Reservations are taken on a first come, first serve basis for the **current** year. Fees may be paid using cash, check, money orders, VISA, MasterCard, Discover or American Express.

Q: What is the charge if my event runs over the contracted hours?

A: Overtime fees for staff and facility use will be billed at the regular hourly rate. The time is assessed at the fifteen (15) minute mark, with a minimum charge of one (1) hour. (i.e. if your paid reservation ends at 6:00pm, if you are still in the building at 6:15pm you will be charged an additional hour at the set hourly rate.) Please reference [2021-2022 Schedule of Fees](#). (p182)

Q: Our event might end earlier than planned. Can we get a refund if we leave early?

A: Yes, if your event still meets the three (3) hour minimum. Rental fees will be returned to renters leaving early. The time returned is assessed at the fifteen (15) minute mark. (i.e. if your paid reservation ends at 6:00pm, and you are out of the building **before** 5:15pm you will be reimbursed an hour of the hourly rate (5:00pm-6:00pm))

Q: How is the rental site arranged?

A: There is no standard set-up at the Kernersville Community Recreation Center; your group has the opportunity to arrange the site to your specifications.

Q: What types of tables and chairs are available with my park facility rental?

A: Disclaimer: the tables and chairs at the facility are for **all** town events, we cannot ensure the tables and chairs for your event UNLESS noted on the Special Use Permit. The Kernersville Community Recreation Center has approximately 10 six-foot tables, 10 eight-foot tables and 45+ chairs.

Q: Who sets up the tables and chairs?

A: Kernersville Community Recreation Center requires your own set-up. As the renter of the facility you are responsible to set up and break down the tables and chairs.

Q: Can I have catering for my event?

A: Yes. You can bring your own caterer, or you may bring in your own food. Food is allowed UPSTAIRS ONLY.

Q: Can I bring in my own alcohol for my event?

A: No. Alcohol of any kind is **NOT** allowed on Town property.

Q: Are there kitchen amenities at the facilities?

A: No, the Kernersville Community Recreation Center does not offer any kitchen amenities.

Q: Can I have a DJ or a band?

A: Yes. However, please be aware of the sound level. [Reference Town Ordinance CHAPTER 10 ARTICLE III. – NOISE.](#)

Q: Are outlets available?

A: Yes. There is electrical at the facility, both upstairs and downstairs. The outlets are the same type found in most home kitchens. Use of multi-plug devices is discouraged.

Q: Are there restrictions regarding candles, flames or decorations?

A: Candles and open flames are not allowed. Decorations put up for your event must not damage the site and must be removed at the conclusion of your event.

Q: Can I bring a grill to the Recreation Center?

A: No. Due to the location of the Recreation Center, we do not allow open flame in or on the premise.

Q: Can I check room availability online?

A: No. You will need to call the Kernersville Community Recreation Center 336.996.3062 to check availability.

Q: How many people can the Kernersville Community Recreation Center accommodate?

A: The recreation center is two levels. The downstairs gym can accommodate 500 guest and the lobby can accommodate 45 guest. The upstairs multi-purpose room can accommodate 50 guest. The numbers all represent standing accommodation, the number decrease the more table and/or chairs you utilize.

Q: Is the Kernersville Community Recreation Center ADA accessible?

A: Yes, the lower level of the facility is ADA accessible. The only way to access the upper level is by stairs.

Q: Can I arrive early or the night before to set up my event?

A: Set up time must be part of the contracted event time. If you wish to come in early or the night before, you are welcome to rent the space, based on availability. Arriving earlier than your contracted start time will not be allowed.

Q: Is smoking allowed at Kernersville Community Recreation Center?

A: Smoking is not permitted anywhere at the Kernersville Community Recreation Center or within 25 feet of any door, window, vent, or passageway.

Q: If we are charging admission, must I submit any paperwork or pay an additional fee to the Kernersville Community Recreation Center?

A: There is a \$100.00 gate fee if your event charges an admission fee.

Q: Who will be my contact and how will I get into my rental site?

A: There will be a Center Attendant present for the duration of your event. Someone from your group must remain at the site the entire time it is unlocked as you will not be responsible for a key.

Q: What if I need to cancel my event? Can I get a refund for reservation?

A: All facility rental cancellations must be made at least 14 days prior to the event, if approved all but one hour will be returned to you. Any cancellation less than 14 days will not be considered. If the cancellation is due to the National Weather Service declaring an emergency or severe warning, we will attempt to reschedule your event for the same calendar year. If that does not work, we will refund the full amount.