



Florida's Dynamic
Waterfront Community

Policies & Procedures Updates

Revision of Policies and Procedures

Presenting revisions to our standard Policies and Operating procedures to ensure continuous progress and promote and provide a unparalleled experience for all Marina Event Center Guest.

Revisions to include:

- Hours of Operations/Tours
- Holiday Rentals
- Special Event Requests
- Payment Process
- Cleaning and Damage Deposits
- Complimentary Events
- Gulfstream cancellations
- Vendors/Rentals
- Early Set-Up Fee
- Smoking Policy



Hours of Operations Proposed Revisions

IV. OFFICE HOURS, ADDRESS, AND CONTACT INFORMATION

The Event Center rental office is open Monday through Friday from 8:00 a.m. to 6:00 p.m.

Riviera Beach Marina Event Center
190 E 13th St, Riviera Beach, FL 33404
561-881-7438 ♦ 561-881-7439

kknighten@rbcra.com ♦ www.marinavillagepalmbeach.com

Revised Hours

- 8:00am-6:00pm
- Tour/Appointment Hours
8:30am-5:30pm

Our extended hours allows for:

- Early appointments/tours
- Late appointments/tours
- Walk-in assistance



Holiday Rentals Proposed Revisions

VI. RENTAL HOURS

The ballroom, meeting rooms, terrace, and park are available for rent Monday through Saturday from 7:00 a.m. to 12:00 a.m. and Sunday from 7:00 a.m. to 11:00 p.m. These times are inclusive of the set-up and breakdown hours. The Applicant (Customer) only has access to the rented rooms and/or areas for the times and dates as outlined in their approved contract.

The ballroom and terraces are available to rent 365 days a year, but are subject to black-out dates. Current Black-Out Dates are: Thanksgiving Day, Christmas Day and New Year's Day. (Subject to change).

*New Year's Eve is available for rent from 7 a.m.-2 a.m.

Holiday Rates will apply to:

Martin Luther King Day/Weekend, Easter Day/Weekend, 4th of July Day/Weekend, Labor Day/Weekend, Thanksgiving Eve/Weekend, Christmas Eve/Weekend and New Year's Eve/Weekend (Subject to change).

The Black-out days at the Marina Event Center are:

- Thanksgiving Day
- Christmas Day
- New Years Day

Holiday Rates will apply to the following:

- Martin Luther King (MLK) day/weekend
- Easter day/weekend
- Memorial Day/weekend
- 4th of July day/ weekend
- Labor Day/weekend
- Thanksgiving Eve/ Weekend
- Christmas Eve/ Weekend
- New Years Eve/Weekend



Special Event Requests Proposed Revisions

VIII. RESERVATIONS

Applications will be accepted for specific dates and times. The time requested must include all set-up and clean-up time. Applications must be submitted at least thirty (30) days in advance for events *not requiring* a Special Event Permit (SEP).

An event requiring a SEP, meets the criteria of a Public Event. A Public Event is any event, charging admission, selling food, alcoholic or non-alcoholic beverages, with a capacity of 151 persons or more. Marina Event Center Staff reserves the right to deem any event a Special Event based on application criteria.

Special Event requests will be accepted from May 1-July 1st of each year. If an application is submitted after this deadline, it will be reviewed on a first come, first serve basis.

This deadline provides:

- First right of refusal for weekend dates
- Master calendar organization for Special Events
- Adding the description of what a Special Event is



Reservation Deposit Proposed Revisions

ix. Reservation Deposit

Payments are *only* to be made by the Applicant. All communication is to be directed towards the Applicant, solely.

Business Events

If the applicant is that of an Organization and/or Business, all payments must be made by Business Check/Card.

Private Events

Your Reservation Deposit of 25% is required on all rentals to reserve and guarantee the space. The Reservation Deposit is due within seven (7) days of Rental Application Approval.

Rental fees may be paid by:

- Cashier's check
- Money order
- Business check (Only accepted if business/organization is the applicant)
- Credit card (Visa or MasterCard).

Cashier's Checks, business checks, and money orders must be made payable to "**Riviera Beach CRA**".

Proposed Revisions:

- Acceptance of Business Checks
- Cleaning/Damage Deposits paid by cashier checks or money orders
- Reservation Deposit of 25% required to secure event



Cleaning/ Damage Deposit Proposed Revisions

XI. Cleaning/Damage Deposit

Cleaning damage fees may be withheld including but not limited to the reasons listed in this section.

A *refundable* Cleaning/Damage Deposit is required to reserve facilities for events. The Cleaning/Damage Deposit is assessed to ensure proper clean up, to cover overage hours, and to cover repair/replacement costs from breakage, loss, or damage. The deposit will be returned within thirty (30) days if general cleanup is completed and the facility is left in satisfactory condition pursuant to the Pre/Post Inspection Checklist. Cleaning/Damage Deposits will be issued at the discretion of the ECM when deemed necessary.

The below Cleaning/Damage Deposits will be assessed:

Events w/out Kitchen Use	\$250.00
Events w/Kitchen Use	\$500.00
Indoor Special Events	\$750.00
Outdoor Special Events	\$2,500.00

Proposed Revisions:

- Creation of Indoor Special Event Deposit due to the recent unsatisfactory use of applicants.



Complimentary Events Proposed Revisions

City Council/CRA Board of Commissioners Complimentary Use of the Event Center

The City Council/CRA Board of Commissioners may reserve the Event Center for complimentary Public Events to be attended primarily by the community, four (4) times, per elected official, per fiscal year. Reservations will be made after a Rental Agreement has been submitted per our standard policies. Peak rental dates will be considered based on the needs of the business.

City of Riviera Beach Complimentary Use of the Event Center

The City of Riviera Beach and all departments therein; will be granted twelve (12) complimentary events, per fiscal year. All complimentary events must be used for public benefit. Reservations will be made after a Rental Agreement has been submitted per our standard policies. Peak rental dates will be considered based on the needs of the business.

Proposed Revisions:

- Peak rental dates to be considered based on priority of the clients we have
- Increase of complimentary events for City of Riviera Beach Departments. Dates will be approved on a first come first serve basis.



Gulfstream Terrace Cancellations Proposed Revisions

• In the case of inclement weather, a 50% refund will be issued to Gulfstream Terrace rentals, if no other ballroom is available for use. A ballroom change due to inclement weather will be considered based on availability, all requests must be submitted 24 hours in advance for approval or denial of ECM or designated staff. Inclement weather refers to severe or harsh weather that is cold or wet.

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No refunds are given for the below:

- No shows
- Use ends earlier than time reserved
- Less than a fourteen (14) day notice received
- Less than 24hr notice due to rain
- Less than anticipated attendance

Refunds will be issued by check or issued to credit cards within thirty (30) days of receipt of the written cancellation request.

Refunds will *only* be issued to the applicant listed on the Rental Agreement.

Proposed Revisions:

- Permissible room change due to inclement weather
- 50% refund due to inclement weather for day of cancellations



Vendors/ Rentals Proposed Revisions

Catering/Décor and Rental Items

All rental event production elements must be coordinated through a Marina Village Event Center approved vendor at the applicant's expense. The Marina Village Event Center provides a pre-approved list of authorized caterers and Event Specialist within the event packet and on our websites "Ideal Vendors" page.

Proposed Revisions:

- Hospitality industry focused venue options
- Marina Village Rental items



Early Set-up Proposed Revisions

All load in/load-out is to be done during the hours rented. Each additional hour over the contracted time will be charged accordingly. An early set-up fee of \$250.00 will be assessed for any clients wishing to come in 1 hour before the permitted time. Any extra hours requested will be an additional \$150.00 per hour when deemed necessary by ECM.

Proposed Revisions:

- Adding an early set-up fee to any requests made after the 30 day deadline to assist with the proper scheduling for ambassador staff



Smoking Policy Proposed Revisions

XXXIII. SMOKING

In compliance with the “Florida Clean Indoor Act” Chapter 386.201FS, the City of Riviera Beach does not permit smoking within City owned and operated buildings. Therefore, the City of Riviera Beach will not permit smoking inside the RBMEC. Smoking and the use of hookah machinery in Bicentennial Park and the Promenade is permissible with prior notice and lounge area approval by ECM.

Proposed Revisions:

- Allowing for hookah lounges to be implemented and located throughout special events





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