

Kino Sports Complex

Guidelines for Submitting Rental Reservations

All reservation requests shall be submitted by the Customer using the appropriate **Rental Reservation Form**. **Forms are available at www.kinosportscomplex.com** and located on the Reservations page under the “Rentals” tab. When the reservation request is submitted online, the Customer will receive a message validating the submission of the reservation request.

IMPORTANT INFORMATION

IF A CUSTOMER FAILS TO MEET THE RESERVATION SUBMISSION DEADLINE REQUIREMENTS OR THE SIGNATURE DEADLINE REQUIREMENT, THIS SHALL RESULT IN IMMEDIATE CANCELLATION OF THE EVENT BY THE DISTRICT.

SUBMISSION DEADLINE

Your submission deadline is NO LESS THAN TWENTY (20) **BUSINESS DAYS** PRIOR TO THE FIRST DATE OF USE or NO LESS THAN THIRTY (30) **BUSINESS DAYS** PRIOR TO THE FIRST DATE OF USE if you plan to include food and/or beverage services during the event.

The Customer shall submit all of the following documents:

1. A valid and complete Certificate of Insurance (COI) appropriate to the event.
2. A fully completed Customer Registration Form – to establish an account for you/your organization so we will have the required information and paperwork on file to expedite your request for use.
3. A final and complete Event schedule of the requested resources and services must be provided including dates and times for setup and breakdown of the event.

In no case shall the District be required to proceed with processing a Contract if the necessary information is not provided by the Customer within the Submission Date time frame.

SIGNATURE DEADLINE

All Contracts must be signed NO LESS THAN TEN (10) **BUSINESS DAYS** PRIOR TO FIRST DATE OF USE. Payment is due when the Customer signs the Contract. Your reservation is complete only after payment is received and the Contract and/or Amendment is signed.

CONTRACT MODIFICATIONS

The District will prepare the Contract according to the information submitted. Further modifications will not be accepted to allow the District time to meet the required completion deadline for contract.

If the Customer requests Contract modifications after signing the Contract, a separate Contract Amendment will be required to cover the requested modifications.

All Contract modification requests shall be submitted via EMAIL **no less than five (5) business days prior to date of modification** to allow time for processing of Amendment.

All Contract Amendments must be signed by the Customer and all additional fees for resources and/or services must be paid in full at signing and prior to use. Each Contract Amendment may include a \$50 processing fee.

GENERAL INFORMATION

Reservation requests will be considered up to 12 months in advance. Multi-use Customers are encouraged to reserve resources, especially field use, well in advance of anticipated use based on their season.

Due to the high demand for resources, requests for events during the Prime Season (January, February, March, and September, October, November) will require vetting to determine priority. Priority will be determined based on Customers' past use history, the type of event, fiscal and scheduling impact on facilities, or whatever is in the best interest of the District.

Field assignments will be determined by the District and will be based on a balanced resource distribution to prevent wear and allow field maintenance to keep fields at the highest quality.

Payments – Payments will be accepted via check or credit/debit card, either over the telephone or in the Stadium District office (2500 E. Ajo Way) during normal business hours. Check payments will require two (2) forms of Identification. *Visa and MasterCard accepted.*

Special Event Generated Fees – Fees generated from events such as food and beverage sales, alcohol sales, entry fees, etc. shall be estimated by the District and incorporated into the Contract to determine a **50% non-refundable deposit required at signing of Contract**. Event revenues shall be reconciled by the District and the Customer immediately following the event. Pima County Revenue Management will submit a final invoice for fees owed by the Customer. The Customer shall pay balance of fees owed to the District within ten (10) days from date of invoice.

Cancellations by District/Refunds – The District reserves the right to cancel reservations, in whole or in part, due to weather, safety, and/or maintenance issues. If cancellations occur during an event, every attempt will be made to reschedule cancelled reservations as soon as possible. Fair and equitable distribution of resources will be determined by the District and priority will be given to each Customer that has an event in progress. Resource distribution preference would be based on the nature of all Customers impacted by the cancellation(s) in this order: tournament play; league play; games; practice. If the District cannot reschedule, the Customer will receive a credit to their account for fees previously paid for resources affected. District Staff will determine whether a field is playable at all events where staff is present. Any refunds as a result of processing Contract/Amendment(s) shall be credited to the Customer's account to offset any fees owed to the District or to reserve resources in the future. No refund shall be given for staffing fees, field preparation fees (i.e. field line painting, etc.), or any other pass-through costs incurred by the District.

Cancellation by Customer – If the Customer cancels for any reason, the District shall retain any money received by the District. The District may cancel for non-payment by the Customer.

General reservation questions can be answered by calling the Stadium District front desk at 724-5466 from Monday through Friday between the hours of 8 a.m. and 4 p.m.

All reservations are subject to resource availability.

The Stadium District reserves the right to deny Reservation Requests.

Accounts not kept in good standing will be denied future use of resources.

Reservations are for the full period of time that they have been booked. All setup and breakdown times must be included within the timelines of the Reservation.