



MINT HILL COMMUNITY CENTER CODE OF CONDUCT, FACILITY USE RULES, & RENTAL POLICY

CODE OF CONDUCT

Respect & Behavior

- Treat staff, volunteers, and other patrons with courtesy and respect.
- Use appropriate language at all times.
- Refrain from harassment, discrimination, bullying, or intimidation.
- Refrain from disorderly, abusive, aggressive, or threatening behavior.
- Running, horseplay, unsafe activity, vandalism, or misuse of Town property is prohibited.
- Unauthorized commercial activity or solicitation is prohibited.

Use of Rooms & Equipment

- Use equipment only as intended.
- Respect Town property and the property of others.
- Return spaces to their original condition after use.
- Follow all staff instructions promptly.
- Comply with emergency procedures and evacuation instructions.
- Report hazards, injuries, or unsafe behavior to staff immediately.
- In case of emergency, dial 911.

Prohibited Items

- Alcohol (unless pre-approved as part of an event reservation)
- Animals, except for service animals
- Illegal drugs or controlled substances
- Firearms and weapons of any kind (except for sworn law enforcement officers)
- Fireworks, open flames, and candles
- Confetti, glitter, rice, birdseed, and similar items
- Smoking or vaping products

Enforcement

Failure to comply may result in:

- Verbal warning
- Immediate removal from the facility
- Suspension or revocation of facility privileges
- Denial of future reservations
- Law enforcement involvement when appropriate
- Loss of fees without refund when violations occur

The Town reserves the right to deny access to any individual or organization for safety or policy violations.



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FACILITY USE RULES FOR ROOM RESERVATIONS & EVENTS

General Access & Use

- The primary contact (Responsible On-Site Representative) must check in at the Front Desk on each day of a scheduled event.
- No early access is permitted without prior written approval.
- No persons, equipment, or supplies may enter reserved spaces prior to check-in.
- Equipment and supplies may not be delivered before the reserved time unless approved.
- All equipment, decorations, and supplies must be removed immediately at the conclusion of the reservation.
- Set-up and tear-down must occur within the reserved rental time.
- Renters must comply with occupancy limits established by the Mecklenburg County Fire Marshal.

Responsible Party & Supervision

- A Responsible On-Site Representative must be designated for all reservations.
- The Renter is responsible for the conduct of all participants and guests.
- Parents/guardians are responsible for supervising their children unless the children are enrolled in a supervised program.
- Children must remain in permitted areas.
- Minimum supervision ratio: 1 adult per 10 children under age 18.
- Organizations accept full responsibility for participants associated with their event.

Damage & Liability

- Renters are financially responsible for facility damage, equipment replacement, and excess cleaning costs.
- Organizations, businesses, teams, and third-party groups that reserve or use facilities must provide additional insurance if required by the Town (see Organization Insurance Addendum).
- Spaces must be restored to their original condition.
- The Town of Mint Hill is not responsible for lost, stolen, or damaged personal property.
- Participation involves inherent risks, including bodily injury, illness, property damage, or death. Participants voluntarily assume all known and unknown risks.

Food, Decorations & Alterations

- Food and beverage, including catering, must be pre-approved by Town staff.
- Decorations must be approved in advance.
- No structural alterations or damaging attachments are permitted.

Parking & Security

- Parking is limited. Overflow parking arrangements are the renter's responsibility.
- The Town reserves the right to require police security for events at its discretion. Required security costs will be the renter's responsibility.



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RENTAL, CANCELLATION & REFUND POLICY

Eligibility

Facility reservations are available to:

- Mint Hill residents
- Local non-profits
- Local businesses
- Approved government partners

Government agencies partnering with the Town to offer public programs may use the facility at no cost, subject to staff scheduling approval.

Reservation Process

- Reservation requests must be submitted through RecDesk.
- Reservations are first-come, first-served.
- Classroom, Multi-Purpose, and Party Rooms require full payment and deposit at booking.
- Event Room reservations require payment within 48 hours of approval.

Cancellations & Refunds

NOTICE OF CANCELLATION	REFUND
Renter provides 30+ day’s notice	Fees Refund minus 10% administrative fee. 100% Deposit Refund
Renter provides less than 30 day’s notice	No Fee Refund 100% Deposit Refund
If the Town initiates a cancellation due to weather, safety, public health.	100% refund of fees and deposit or transfer to a mutually agreeable date
The Town is not responsible for third-party or marketing expenses associated with reservations.	

Town’s Right to Cancel or Modify

The Town reserves the right to:

- Modify or waive provisions of this policy when necessary for public health, safety, or welfare.
- Refuse or cancel a reservation when necessary for public health, safety, or welfare.
- Immediately terminate facility use if violations occur (no refund provided to the violating party).



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Organization Insurance Addendum

This Organization Insurance Addendum applies to all organizations, businesses, and third-party groups that reserve or use facilities at the Mint Hill Community Center.

Insurance Requirement

Organizations may be required, at the discretion of the Town of Mint Hill, to provide proof of Commercial General Liability Insurance prior to the event. Minimum coverage limits may include:

- \$1,000,000 per occurrence
- \$2,000,000 aggregate

The Town reserves the right to require higher limits depending on the nature, size, or risk level of the event.

Additional Insured Requirement

If required, the organization must provide a Certificate of Insurance naming the following as Additional Insured:

- Town of Mint Hill, its elected officials, officers, employees, volunteers, agents, and representatives.
- Mint Hill Events, Inc., officers, employees, volunteers, agents, and representatives.

Certificate Submission

Certificates of Insurance must be submitted at least ten (10) business days prior to the event date, unless otherwise approved in writing by the Town.

Indemnification Confirmation

This Insurance Addendum supplements, and does not replace, the indemnification provisions contained in the Facility Use Policy and Waiver. Organizations remain fully responsible for damages, claims, or losses arising from their event.

Failure to Provide Insurance

Failure to provide the required insurance documentation may result in the reservation being canceled without a refund.