



## **Policies & Procedures**

### **Reservations**

Prairie Winds Event Center accepts reservations via telephone, fax or email. All renters will be required to sign the Prairie Winds Event Center Rental Agreement upon booking.

When making a reservation, the renter(s) must provide the following information:

- Date of the event
- Department, agency, program, or person making the reservation
- Name and type of event
- Estimated number of attendees
- Details regarding catering service (if applicable)
- Space reserved
- Rental deposit (50% of total rental cost)

An invoice will be sent to the host 30 days prior to the scheduled event showing the balance due. Final payment will be due ten days prior to the scheduled event.

If the reserved space is not being used by the host within the first hour of the scheduled time, the reservation will be considered cancelled and will be made available for immediate use by others.

Failure to cancel reservations as indicated below will result in the renter being billed for the full rental charges agreed upon in the Rental Agreement. These charges may be waived by Prairie Winds Event Center management in their sole and absolute discretion, if the host submits adequate justification for failure to use the reserved space.

### **Cancellations**

Weekend and holiday cancellations must be made at least 90 days prior to the reserved date to avoid full rental charges.

Weekday cancellations must be made at least 30 days prior to the reserved date to avoid full rental charges.

- Weekends are defined as Friday – Sunday
- Weekdays are defined as Monday – Thursday
- Holidays are defined as New Year’s Eve – New Year’s Day – Memorial Day – 4<sup>th</sup> of July– Labor Day – Thanksgiving – Christmas Eve – Christmas Day



## **Pricing Structure**

Check the web site under the *About* heading and go to *Pricing & Capacity* heading on the left hand side.

## **Set Up Information**

The renter must provide Prairie Winds Event Center with all information required by Prairie Winds Event Center concerning the event, such as room set-ups, staging, and catering specifics no later than ten days before the event. Set up prior to the date of the event is at the discretion of Prairie Winds Event Center management.

## **Event Related Equipment**

The renter is responsible for the removal of any personal property, equipment, signs, and decorations from Prairie Winds Event Center at the end of the event. If not, Prairie Winds Event Center may remove said property from the premises and charge the renter a fee for the removal of said property and discard same if the renter does not pick up said property in a timely basis after notification from Prairie Winds Event Center.

## **Equipment and Property Owned by Prairie Winds Event Center**

Prairie Winds Event Center equipment such as tables, chairs, audio/visual equipment, etc., is not allowed to leave the premises.

## **Tear Down and Clean Up Information**

All clean up after an event must be completed after the event is over. Cleanup is not allowed the next day or at a later time; otherwise the host may be subject to additional charges.

## **Audio System**

The Prairie Winds Event Center staff is responsible for the house audio system and must supervise any connection made to the system.

## **Sound Levels**

Maintaining sound levels will ensure that other events are not disturbed nor interrupted. Prairie Winds Event Center management reserves the right to require sound levels to be lowered, if requested.



## Banners and Signage

Banners, signs, pictures, notices, or advertisements may only be placed in locations, and by methods, approved in advance by Prairie Winds Event Center. Prairie Winds Event Center requires posters to be mounted on easels and/or individual holders. Staples and tacks are prohibited and are not to be used on any building surface or equipment. **NO STICKERS CAN BE USED OR DISTRIBUTED.** Tape of any type is prohibited in all areas of the building.

## Decorations

The method and location of any special installations that your decorations may require must be approved in advance by Prairie Winds Event Center management. The following is a general list of decorating guidelines:

- Decorations of any kind may not be taped, nailed, tacked, or otherwise fastened to ceilings, painted surfaces, columns, walls, or windows.
- Decorations may not block doors, fire extinguishers, fire sprinklers, any emergency equipment, emergency exits, or lighting systems.
- All decorating materials must be constructed of flameproof material or treated with an approved fire retardant solution. Spot testing may be performed by the Orange City Fire Department if needed.
- No one may use adhesive-backed decals or stickers nor may they be distributed anywhere on the premises.
- **Glitter and confetti** may not be used in any part of the building.
- Only Prairie Winds Event Center staff may move planters, lobby furniture, and other equipment in the public areas.
- The use of and distribution of helium balloons in Prairie Winds Event Center is allowed. If helium balloons become detached from a display, the labor cost to retrieve the balloons will be charged to the renter. Compressed gas (helium) cylinders used to inflate balloons must be properly secured to prevent toppling.

## Hazardous Materials Labeling

For the safety of the public and all employees, OSHA requires that all containers of hazardous materials be labeled with the identity of the hazardous materials contained therein, and appropriate hazard warnings. Any exhibitor/renter displaying or using hazardous chemicals must submit Material Safety Data Sheets and manifests to Prairie Winds Event Center management no less than 60 days prior to event move-in.



## **Security**

Prairie Winds Event Center requires that no doors, hallways, or fire exits can be blocked or obstructed when the area is occupied. Event security requirements are subject to Prairie Winds Event Center approval and must be submitted 30 days prior to the event.

## **Safety and Fire Code Requirements**

The safety of all occupants of Prairie Winds Event Center is of primary concern. Any unsafe condition or activity should be immediately reported to Prairie Winds Event Center management and supervisory personnel of the responsible party for corrective measures. In case of an emergency, call 911.

## **Fog and Smoke Machines**

For public safety, fog/smoke usage is restricted to water-based chemicals. Approval must be obtained from Prairie Winds Event Center and the Orange City Fire Department.

## **Lasers and Laser Lights**

For public safety reasons, only Class I lasers will be permitted. Class II or greater are prohibited within the building.

## **Pyrotechnics**

The use of pyrotechnics is not allowed on the property of Prairie Winds Event Center.

## **Fire Arms**

Under no circumstances is any form of firearm allowed on Prairie Winds Event Center property. The only possible exception is on-duty law enforcement professionals.

## **Sale of Merchandise and Novelty Items**

Prairie Winds Event Center retains all rights and permissions for the sale of merchandise and novelty items sold within the facility and on the premises. Merchandise and novelty products include, but are not limited to, T-shirts, programs, pictures, records, tapes, and miscellaneous show promotional items. A facility merchandise fee may be applicable. All negotiations to arrange for event sales and compensation procedures are to be directed to Prairie Winds Event Center management.



## **Package Inspection**

For safety and security reasons, cartons, packages, or other containers brought in or removed from Prairie Winds Event Center may be subject to inspection.

## **Rigging**

Prairie Winds Event Center must approve all rigging and reserves the right to retain consultants at the guest's expense to review or verify rigging specifications. Nothing may be attached to any Prairie Winds Event Center electrical or mechanical systems. This includes, but not limited to, ducts, electrical conduit or raceways, plumbing, acoustical baffles, or sprinkler pipes. All rigging at Prairie Winds Event Center must be in accordance with all national, state, and local safety codes, including, but not limited to, OSHA, BOCA, and Prairie Winds Event Center policies.

## **Surface Drilling**

Floor, wall and ceiling drilling is strictly prohibited.

## **Movable Walls**

All movable walls must be installed and removed by Prairie Winds Event Center staff only.

## **Utilities**

Installation of all utility services involving electrical, air, water, water drainage, or internet/telephone connections must be performed or supervised by Prairie Winds Event Center management. Prairie Winds Event Center electrical equipment, such as extension cords, electrical panels, spotlights, and fixtures are not to be removed by the renter or any unauthorized persons. Violators will be assessed an appropriate charge for any removals. Under no circumstance shall distribution panels or mechanical equipment be blocked or access impeded. Floor boxes may not be accessed by anyone other than Prairie Winds Event Center personnel.

## **Animals**

For the safety and comfort of all our visitors, animals are not permitted in Prairie Winds Event Center except in conjunction with an approved exhibit, display or performance, which absolutely requires the use of an animal. The renter is responsible for obtaining all appropriate permits. Guide dogs, signal, or service dogs (as defined by law) are allowed in Prairie Winds Event Center at any time. All sanitary needs for animals are the responsibility of the renter.



## Capacities

All rooms have a maximum occupancy, which may not be exceeded. Prairie Winds Event Center reserves the right to deny further entry into these spaces in order to protect public safety.

## Parking

Overnight parking on Prairie Winds Event Center property is prohibited. Options for the rental of the parking lot areas for outside exhibits and/or guest parking are available.

## Smoking

As designated under the State of Iowa law, Prairie Winds Event Center is a non-smoking facility. No smoking will be allowed within 100 feet of all entrances and exits to Prairie Winds Event Center.

## Damage to Property

The renter is responsible for all damages to Prairie Winds Event Center property while the event is in process. The renter will be informed of all damages which occur during and after the event with written reports and photographs as soon as they are documented. A final walk-through will take place at the conclusion of your event.

## Cleaning

The building will be provided to the renter as specified in the Rental Agreement. The floor will be clean upon move-in. It is the responsibility of the renter to return the building in its original condition. If excessive cleaning is required after your event to return the building to its normal condition, a cleaning service will be provided at the renter's expense.

## Billing

Upon booking an event, the renter is required to pay a deposit of 50% of the total rental cost. An invoice will be provided 30 days prior to the event showing remaining rental cost due. This amount will be due ten days prior to the event. Neither payment is refundable. For your convenience and clarification, an event settlement sheet summarizing rent, additional charges, and any credits can be prepared for your event if requested. Any additional charges and fees accrued during or after the event will be charged to the renter. These charges may include, but are not limited to:

- General room lighting, heat/air conditioning if extra days are needed for move-in or move-out
- Additional electrical service



- Additional telecommunications service
- Additional janitorial and cleaning service
- Additional trash hauling fees
- Security or police officer services
- Emergency Medical Technician Services
- Damages to Prairie Winds Event Center and equipment
- Additional equipment rental
- Custom table lines
- Coat check services
- Removal of personal property cost or fees

## Payment

Accepted payments are cash, check, money order, cashier's check or credit card (credit cards accepted – Visa, MasterCard) . Prairie Winds Event Center reserves the right to request payment in advance for estimated additional cost beyond minimum rental. In the event a renter fails to pay an invoice when due, Prairie Winds Event Center reserves the right to pursue any and all legal action to collect the balance due.

## Event Estimates

Prairie Winds Event Center management will provide an estimate and detailed Rental Agreement to the renter prior to the event. The renter will be asked to sign the Rental Agreement and agree to the charges prior to the event. Charges are subject to change.

## Alcohol

Blue Mountain Culinary Emporium, as a licensee of Prairie Winds Event Center, is responsible for the sale and service of any alcoholic beverages in accordance with the State of Iowa Alcohol Beverage Division Regulations. In compliance with state law, all alcoholic beverages must be supplied by Blue Mountain Culinary Emporium. Guest must be prepared to show proper and valid identification, upon request, when ordering or consuming alcoholic beverages. **If no ID is shown when requested, no service will be provided.** Any guest that appears to be 40 years of age or under must be able to show proof of birth date. The following are, but not limited to, the policies of Prairie Winds Event Center for the use of bar services:

- The maximum length of bar service is six hours and no later than midnight.
- Provision of food must accompany any provision of alcohol.
- The State of Iowa prohibits the sale and consumption of alcoholic beverages to persons



under the age of 21, **NO EXCEPTIONS.**

- The bartender reserves the right to refuse service to any guest.
- No alcohol may be removed from the premises or brought onto the premises.
- Prairie Winds Event Center reserves the right to suspend liquor service at any time for any reason without warning.
- Each event with bar service requires a deposit of \$100.00, refunded if sales exceed \$500.00.
- All bar contracts must be received 20 days prior to the event or beverage service may be denied.

### **Host Bar**

The host pays for all beverages consumed. Charges will be based on consumption and a deposit will be required in advance. Hosts have the option of offering drink tickets, which can be used by the guest for beverages that the host would like to pay for. Blue Mountain Culinary Emporium will provide a standard drink ticket for use.

### **Cash Bar**

Host may provide a cash bar to its guest. All sales taxes shall be included in the cost of the drink. For details, contact Blue Mountain Culinary Emporium at 712-737-3152 or [events@bluemt.com](mailto:events@bluemt.com)

### **Behavior**

Rude behavior towards Prairie Winds Event Center staff or other hired staff will not be tolerated and will be reported to Prairie Winds Event Center management. Repeat offenders may be barred from use of Prairie Winds Event Center facilities. The State of Iowa Anti-Bullying/Anti-Harassment laws will be strictly enforced, and any violation of these will be severely punished. For more information of said laws, please visit [www.iowa.gov](http://www.iowa.gov).

### **Americans with Disabilities Act (ADA)**

As a facility of public accommodation, Prairie Winds Event Center is sensitive to those with special needs, and complies in all respects with the Americans with Disabilities Act (ADA) and regulations issued there under. We also require our guests to comply with all provisions of the ADA.

### **Prairie Winds Event Center Management**

Prairie Winds Event Center management will provide professional, efficient, and courteous service to its guest. Prairie Winds Event Center management will:





- Contact renter following execution of event agreement if needed.
- Be the renter's primary Prairie Winds Event Center liaison before, during, and after an event.
- Be responsible for gathering all event information and provide that information to all necessary Prairie Winds Event Center departments.
- Generate an estimate and detailed report for renter's review and approval no later than 30 days prior to an event.

### **Prairie Winds Event Center Staff**

Prairie Winds Event Center is committed to providing first-class hospitality, maximum safety, and effective cost controls. Prairie Winds Event Center is responsible for the conduct of its employees, subcontractors, and subcontractors' employees.

Restricted areas of Prairie Winds Event Center that are labeled "Authorized Personnel Only" are off limits to all personnel except authorized by Prairie Winds Event Center.

Profane language and disorderly conduct is not permitted at any time.

The use of alcoholic beverages in the workplace is strictly prohibited. The use of illegal drugs is strictly prohibited at all times. All employees, subcontractors, or subcontractors' employees may be subject to drug and alcohol testing at any time, and is at the discretion of Prairie Winds Event Center.