



Santikos Community Room Policies and Guidelines

These policies and guidelines are established to ensure a safe, clean, and respectful environment for all parties. By renting the Santikos Community Room (“Premises”) at Connections (“Management”), you (“Renter”) agree to comply with the following terms:

Reservation and Payment

Reservations are confirmed only upon receipt of full payment (if applicable) and an email confirmation from Management. All fees due must be paid (1) week in advance of the reservation date unless other arrangements are approved in writing. Management reserves the right to cancel tentative bookings that are not confirmed within the specified timeframe. Rates are subject to change until the reservation is confirmed.

Cancellation and Refund Policy

Cancellations made at least (5) business days prior to the event will receive a full refund. Cancellations made less than (5) days prior will forfeit the deposit and/or any fees paid. No refunds will be issued for late arrivals, early departures, or no-shows.

Hours of Use

Standard rental hours are from 8:00 a.m. to 5:00 p.m., Monday through Friday. Early access or after-hours use must be approved in advance and may incur additional fees. Renter must vacate the Premises promptly at the end of the rental period.

Food & Drinks

- Outside Food: Renters are permitted to bring their own food and beverages or arrange for external catering and delivery services.
- Post-Event Cleanup: Renters are responsible for ensuring the event space is returned to its original condition. This includes proper disposal of waste, cleaning of spills, and general tidiness of the area.

Equipment and Property Care

Management’s furniture and equipment must be used properly and left in their original condition and arrangement. Any damages, missing items, or excessive cleaning required will be charged to Renter. Renter is responsible for all personal equipment, materials, and property brought into the Premises.

Damages & Responsibility

Renter shall be held responsible for any damage to the premises, furnishings, equipment, or property resulting from their event, including actions by guests, vendors, or affiliates. The Renter agrees to cover the cost of repairs, replacements, or cleaning required due to such damage, as determined by Management.

Indemnification

Management shall not be held liable for any injury, loss, damage, or claim arising out of or in connection with the Renter's event, including but not limited to personal injury, property damage, theft, or disruption caused by guests, vendors, or third parties. Renter assumes full responsibility for the conduct of all attendees and service providers during the event and agrees to indemnify and hold harmless Management and its representatives from any and all liabilities.

Prohibited Items and Conduct

The following are strictly prohibited within the Venue premises:

- **Illegal Substances:** Possession or use of any illegal drugs or controlled substances.
- **Smoking:** Smoking, vaping, or use of tobacco products outside or inside the facility.
- **Open Flames:** Candles, incense, or any other open flame devices.
- **Weapons:** Firearms, knives, explosives, or any other weapons, regardless of permit status.
- **Excessive Noise:** Use of amplified sound systems or music beyond permitted levels.
- **Hazardous Materials:** Confetti, glitter, rice, or other materials that may cause damage or require specialized cleaning.
- **Unauthorized Decorations:** Use of nails, staples, tape, or adhesives on walls, floors, or furniture without prior approval.
- **Disruptive Behavior:** Disorderly conduct, harassment, or any behavior that endangers guests, staff, or property.

Right to Refuse Service

Management reserves the right to refuse service, rental, or continued occupancy to any person for reasons including but not limited to:

- Violation of these policies or any applicable law;
- Disruptive, unsafe, or disrespectful conduct;
- Failure to provide valid identification or payment;
- Behavior that threatens the comfort, safety, or well-being of others;
- Past record of damage, theft, or nonpayment.

This right may be exercised at any time, with or without refund, at the sole discretion of Management. If such action is taken, Management may terminate access immediately and retain all or part of the rental fee as liquidated damages.

Compliance with Laws and Regulations

Renter agrees to comply with all applicable local, state, and federal laws, including fire and safety regulations. Management reserves the right to inspect the Premises at any time to ensure compliance.

Violation of these terms may result in immediate termination of the event, forfeiture of any deposits, and additional charges for damages or cleaning.