

# Property Reservations

## Policies & Procedures



### **General**

1. Meetings held at properties owned by Girl Scouts of Greater Los Angeles shall not restrict participation based on race, religion, color, creed, or physical capabilities.
2. All Reservations are taken on a 'first-come, first-served' basis with all forms completely filled out and submitted with full payment.
3. Reservations will not be taken over the phone, nor can any property be held until paperwork and fees are received.
4. All forms must be filled out completely and correctly. Any form that is incomplete will be returned without being processed. Make sure all information is correct. i.e. address, phone number, preferred date, etc.
5. Exclusive use of any property is not guaranteed unless arrangements have been made and the event warrants exclusive use. Properties with several rooms, multiple floors and indoor/outdoor potential may have simultaneous users, both Girl Scout and non-Girl Scout. There may be a need to share restrooms and common areas. If you wish to book multiple rooms, you must submit deposits and pay all applicable fees for each room/location.
6. Girl Scouts of Greater Los Angeles reserves the right to refuse use of any facility, reschedule, or cancel any reservation at any time. Should your reserved date be canceled due to a Council Meeting or Training, you will be notified in advance.

### **GSGLA Troop & Non-GSGLA Group Meeting – Monthly/Bi-weekly (September – June)**

1. The Regular Use meeting reservation schedule will be as follows:
  - June 1<sup>st</sup> Open for all GSGLA Service Units
  - July 1<sup>st</sup> Open for all GSGLA Troops
  - August 1<sup>st</sup> Open for all other non-GSGLA Groups
2. To accommodate the Day Use and Overnight use of the facilities, Regular Use meetings cannot be held from 4:00 pm on Friday through 11:00 am on Sunday.
3. Reservations for Regular Use meetings are for 4 hours of use a month to be distributed in one of the following ways: 1 hour once a week, 2 hours every other week, or 4 hours once a month. To meet for more than 4 hours a month, group must pay an additional site fee.
4. Due to the high volume of applications received by July 1<sup>st</sup> please allow up to 3-4 weeks to receive your confirmation for Regular Use meetings.
5. First Aid/CPR training is highly recommended for an adult in attendance at all Troop meetings.

### **One-Time Day Use and Overnight Use**

1. One-time Day Use and Overnight Use reservation priority schedule:
  - GSGLA Troops: No earlier than 6 months and no later than 2 weeks prior to reservation date.
  - GSGLA Service Units: Due to the lead time necessary to properly promote large-scale Service Unit events, GSGLA will accept property reservations for Service Unit events up to 9 months in advance.

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- All other no earlier than 5 months and no later than 2 weeks prior to reservation date.
  - Non-GSGLA Groups, Private Parties, etc: No earlier than 5 months and no later than 2 weeks prior to reservation date.
2. Overnight Check-In time will be 4:30 pm; Check-Out time will be 11:00 am on the day of departure. If you would like to arrive at an earlier time or depart at a later time will, an additional Day Use fee will incur for each. Day Use fees apply to any use that takes place between 8:00 am and 5:00 pm. Any events lasting past 5:00 pm will be charged the Overnight Fee.
  3. Special Events and/or Money Earning Events, must submit the Special Events Application and/or the Troop Money Earning Application according to the instructions outlined on each form. If either form is not submitted, GSGLA reserves the right to cancel the reservation up to 24 hours in advance.
  4. For Day Use/Overnight Use for GSGLA troops, specific safety trainings are required of at least one adult in attendance. First Aid/CPR is mandatory at any event. Overnight Camping Skills training is required for any overnight or outdoor camping event. Other trainings may be required based on the type of activities done. Check the Safety Activity Checkpoints at [www.girlscoutsla.org](http://www.girlscoutsla.org) for other training requirements.

**Payment and Security Deposit Fees –** All fees are due at the time of reservation. Two fees are to be submitted with the form. The first is the **Site Fee** and the second is the **Security Deposit**.

1. **\*GSGLA Troops and Service Units** please choose from the from the following payment options:
  - **Fax:** Submit completed reservation form with credit/debit card information to: (909) 624-7928. ***This is a secure fax line.***
  - **Mail:** Submit completed reservation form with credit/debit card information. ***No cash or checks accepted.***

Girl Scouts of Greater of Los Angeles  
Montclair Service Center  
Attn: Property Reservations Registrar  
9525 Monte Vista Blvd.  
Montclair, CA 91763

- **Walk-ins:** Submit reservation form at your **local service center** with credit/debit card information. ***No cash or checks accepted.***

*\*GSGLA will deposit security deposit only for the reasons stated throughout the policy guidelines. Your card number will be held on file. If damage occurs to a property that is the fault of the troop/service unit, the security deposit will be used towards the cost to repair the damage. GSGLA will invoice the troop/service unit for all costs beyond the amount of the security deposit.*

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2. **Non-GSGLA Troops/Groups, Private Parties, etc.** are required to pay by credit/debit card only. Please be advised that **both** the site fee and security deposit fee will be charged when reservation is confirmed. If damage occurs to a property that is the fault of the user, the security deposit will be used towards the cost to repair the damage. GSGLA will invoice the user for all costs beyond the amount of the security deposit. If facility is left clean and without damage security deposit will be refunded 2 weeks after reservation date. Reservations may be submitted by the following options:

- **Fax:** Submit completed reservation form with credit/debit card information to: (909) 624-7928. ***This is a secure fax line.***
- **Mail:** Submit completed reservation form with credit/debit card information to:

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Montclair Service Center  
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### Key and Access Codes/Security Deposit Refund

1. Keys are available for pick up at the Montclair or Long Beach Service Center starting a week prior to the scheduled event. Arrangements may also be made to have keys mailed to you.
2. Keys must be returned to the same Service Center within 1 week of use by mail or drop off. Completed Checkout Procedures form must be included to begin the security deposit review/refund process.
3. For properties with electronic access codes, codes will be emailed to the leader 3 business days prior to date of use.
4. For properties with access codes, only the completed checkout procedures form needs to be turned in to begin the security deposit review/refund process.
5. For troops regularly meeting at a facility with keys, keys are to be returned no later than June 30th. Your deposit will not be refunded if your keys are not received on time.
6. No leader or group with a key or access code is allowed to use the key or code to enter the facility at any time for any reason before or after their reserved time. Violation of this will mean a forfeit of the security deposit and may be grounds for a suspension of use privileges.
  - If your event requires a site visit prior to your reservation, please call the Property Registrar for additional information.

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#### **Cancellation Policy – Please read carefully**

1. Cancellations made within one month in advance of confirmed reservation date will receive a full refund.
2. Cancellations made less than one month from the confirmed reservation date will forfeit all rental fees, including security deposit.
3. You may reschedule your confirmed reservation one time within the current calendar year without incurring a charge. If you cancel your rescheduled confirmed reservation, you will forfeit all rental fees, including security deposit. No exceptions.
  - Service Unit events are allowed to reschedule **one** time only due to low registration.
4. No refunds (partial or full) are given for cancellation of a “Regular Use” Troop/non-GSGLA Group meeting reservation once it has been confirmed.

#### **Insurance Requirements for all Users**

##### For GSGLA Service Unit and Troop Events

1. Registered Girls and Adults are covered for accident and activity insurance during Girl Scout activities through GSUSA’s Mutual of Omaha policy. If any non-members are to be present at the facility during your reservation, additional insurance needs to be purchased.
2. If your overnight event will last more than 2 consecutive nights, you **MUST** purchase additional insurance for every person in attendance, whether they are a registered member or not.
3. For all questions regarding additional insurance, contact your local service center. They will be able to assist you with forms, procedures, and costs to purchase the necessary coverage.

##### For Non GSGLA Users and Private Events

1. All non-GSGLA groups are required to furnish Girl Scouts of Greater Los Angeles with a Certificate of General Liability Insurance, naming GSGLA as additional insured, in the amount of \$1 million dollars.
2. For Private Events with less than 200 guests, who are unable to supply a Certificate of General Liability Insurance, the insurance requirement will be waived if the group signs and agrees to GSGLA’s “License to Use Property and Indemnity Agreement” or Hold Harmless agreement.
3. For Private Events of 200 or more guests, additional insurance must be purchased from an outside insurance company such as Fireman’s Fund to cover the event. As above, the certificate must be in the amount of \$1 million and name GSGLA as additional insured. The group will also be required to sign and agree to GSGLA’s “License to Use Property and Indemnity Agreement” or Hold Harmless agreement.