

## General Policies

### 1. Eligibility for Use

Everyone is eligible and welcome to rent the Julia Laughlin Level at the Ames Chamber of Commerce.

Rental rates are based on three levels of pricing: Ames Chamber of Commerce members, Non-Members, and non profit rental pricing.

A half day rental is considered 5 hours. A full day rental is considered 8 hours. Rentals lasting longer than 8 hours will be charged an additional fee by the hour.

Rentals include all set up, tear down, tables, chairs, and in-house audio-visual equipment. All other set up needs are the responsibility of the client.

### 2. Hours

The hours of operation of the Ames Chamber of Commerce are Monday through Friday, 8:00 a.m. to 5:00 p.m.

Clients will not have access to the Julia Laughlin Level until one-half hour prior to a scheduled event and continuing until the conclusion of that event. Exceptions to set hours will be approved by the events staff.

### 3. Reservation Procedures

Reservations for the Laughlin Level at the Ames Chamber of Commerce must be scheduled in advance through the Ames Chamber of Commerce Events Coordinator.

Following an inquiry and booking, an agreement with quoted costs will be forwarded for signature. A 50% deposit is required to reserve and will be applied to the total balance due. All reservations will be made on a first-come basis and will be based on availability of space and compliance with the guidelines of this policy. Requested date change will be based on availability, and the Ames Chamber of Commerce may not be able to accommodate the requested date change. In the event the Ames Chamber of Commerce changes a reservation date or is unable to accommodate a requested change, the client will not be held liable for cancellation fees.

#### A. ***Each meeting or scheduled event must have a contact person who will be:***

- Present at the event from beginning to end
- Responsible for the behavior and demeanor of the guests
- The spokesperson for the group
- Responsible for any damages and/or property loss incurred during the event

B. ***Liability insurance:*** Each client shall indemnify and hold harmless the Ames Chamber of Commerce and its agents and employees against any and all damages, claims, liability due to loss of the property of others, or any other liability arising out of its use of the Ames Chamber of Commerce and the Julia Laughlin Level. A copy of the Certificate of Insurance must be provided to the Events Coordinator three (3) business days prior.

- C. **Clean-up:** All clients are responsible for leaving the Laughlin Level at the Ames Chamber of Commerce orderly after use and are responsible for any damages incurred. An additional clean-up charge may be assessed for spaces not left in a satisfactory condition, as determined by the Events Coordinator and addressed in the rental contract.

Set-up and Staffing Policy: The Events Coordinator will verify that there is adequate time and staffing to set up the requested event before it is confirmed and contracted.

- The Ames Chamber of Commerce staff will ensure that the contracted areas are set up to the client's specifications prior to the event at the time specified on the rental contract.
- An Ames Chamber of Commerce staff person will be onsite for all events.
- Setup requests must be made in advance with the events coordinator and must be finalized at least three business days (72 hours) prior to the event date.
- Additional fees may be charged for changing layout or equipment needs less than 24 hours prior to an event.

- D. **Restrictions:** Some restrictions not listed may apply at the discretion of the Events Coordinator but will be discussed beforehand with the client.

4. Payments and Billing

Acceptable forms of payment are credit card (Visa or MasterCard) or by check. Checks must be made payable to the "Ames Chamber of Commerce." The total bill and/or the remaining balance is due five working days prior to the event. The client will be billed for any charges after payment has been received. Unpaid balances remaining after 30 days from the balance due date may be subject to a late charge.

5. Cancellation Policy

Cancellations will be accepted provided that notification is given in writing to the events staff 30 days prior. The Ames Chamber of Commerce reserves the right to charge the client for any costs incurred prior to cancellation. If a date change occurs, the deposit can be moved toward another event rental within the next 90 days. If a move will not occur, the deposit will be forfeited.

6. Liability

Each client shall indemnify and hold harmless the Ames Chamber of Commerce and its agents and employees against any and all damages, claims, liability due to loss of the property of others, or any other liability arising out of its use of the Ames Chamber of Commerce and the Julia Laughlin Level.

7. Parking

Parking is available south of the building in the CBD lot in 2- and 4-hour increments. Parking is available on a first-come basis. Additional parking can be found off Main Street or Kellogg Avenue. Additional parking resources can be found [here](#).

8. Equipment Rentals

The Julia Laughlin Level is equipped with high quality audio-visual equipment. Outside Audio-visual equipment must be approved by the Events Coordinator in advance.

The Business Room and the Community Room can be set up with rounds or theater style. If the event requires a different set up, please work with the Events Coordinator. All rentals (tables, linens) will be billed back to the client. All equipment and/or linens rented are the responsibility of the client, who will be held responsible for damages incurred.

9. Food and Beverage

All food and beverage must be purchased from a member of the Ames Chamber of Commerce. A list can be found [here](#).

The Ames Chamber of Commerce strongly adheres to the laws and regulations of the State of Iowa pertaining to service and consumption of alcohol. If alcohol is on site, please provide a non-alcoholic option as well.

10. All decorations and furniture arrangements must be approved and coordinated in advance with the Events Coordinator.

- Decorations may not be affixed to the walls, ceilings, banisters, doors, or stairways of the Ames Chamber of Commerce or Julia Laughlin Level unless approved in advance by the Events Coordinator.
- Nails, hooks, tacks, screws, and bolts may not be used on any surface, wall, floor, or furnishing at the Ames Chamber of Commerce or Julia Laughlin Level. Painters' tape and Post-It flip chart pages are the only items that may be affixed to the wall.
- No glitter, sprinkles, confetti, or fog machines will be allowed in the Ames Chamber of Commerce or Julia Laughlin Level.
- The use of candles is prohibited. An exception will be made for battery operated candles.
- The Ames Chamber of Commerce reserves the right to prohibit use of other items, decorations, or equipment on the Ames Chamber of Commerce property.
- All decorations must be removed and cleaned up at the conclusion of the event.

11. Authorized Areas

The client will have access to authorized areas, only as specified in the Rental Agreement.

- The client, members, supporters, and participants will not have access to office spaces throughout the building, including the front desk reception areas during the contracted event. Computers, telephones, and other equipment in these offices and at the front desk are not available for event and/or participant use.
- The client is responsible for keeping its various members, supporters, and participants within the authorized contracted areas.
- The client or responsible party identified in the contract must be present for the specified time in the contract and will accept full responsibility for any damage and/or missing property.
- The client is responsible for informing guests, volunteers, and participants, as well as all others involved with the event about the Ames Chamber of Commerce and Julia Laughlin Level policies and procedures.

12. Animals

Animals are not allowed in the Ames Chamber of Commerce, except for those licensed to assist persons with disabilities.

13. Compliance

Laughlin Level Policies  
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The Ames Chamber of Commerce reserves the right to deny use or future use of its facilities to any person or organization not complying with the Ames Chamber of Commerce and Julia Laughlin Level policies and procedures.