Ainsley House Information Sheet

HOW TO MAKE A RESERVATION

Reservation Payment

- A reservation is secured once the Museum Event Coordinator receives the application, an accoun t on the City of Campbell's Civic Rec reservation system is created an initial reservation fees are paid.
- Applicants will be sent an email link to the City of Campbell's Civic Rec reservation system for payment via credit card. Payment via Cash or Check is possible. Checks should be made payable to City of Campbell.

Fees due at the time of application in order to secure the desired date for an event:

- Complete a rental application
- 50% of the rental fees are time of booking
- $500 refundable security deposit
- $150 site janitorial fee.
- The remaining rental balance is due 30 days prior to event. Any payments made less than 30 days in advance must be credit card payment or cash.

Cancellations & Refunds

- In the event that cancellation of a confirmed reservation is necessary, it is the permittee's responsibility to provide immediate WRITTEN (fax or e -mail acceptable) notification of such intent to cancel use. Receipt of such written notice shall provide staff with the authority to cancel the event and schedule another event for that day.

REFUNDS for cancellation of a confirmed use may be provided according to the following conditions:

- 100% of the Security Deposit and cleaning fee shall be forfeited for all cancellations ; however a deposit may be transferred to a future booking as available and allowable if the event is being postponed.
- Cancellations received more than four (4) months in advance of a scheduled use will receive a refund of 75% of the amount paid.
- Cancellations received 4 months in advance of scheduled use date will receive a refund of 50% of the amount paid.
- Cancellations received 3 months in advance will receive a refund of 25% of the fees paid.
- Cancellations received less than 2 months in advance of the event date will receive NO REFUND at all.
- The City of Campbell reserves the right to cancel any use of facilities upon two weeks written notice, exercised only in emergency situations or when deemed necessary for the safety and best interests of the City of Campbell and all concerned. In such cases, a full refund of all fees and deposits paid will be provided.