

Policies and Procedures

Thank you for considering Infinity Park for your event. Outlined below are the policies and procedures to be aware of when booking the facilities at Infinity Park. If you have questions or would like to set up a time to tour the facility, please contact 303.248.7100 or events@infinityparkeventcenter.com.

Booking

You will receive a contract, which must be signed and returned with the deposit. An event is not considered confirmed until the signed contract and deposit are received. 7 days prior to your event, a final walk through with your Event Team will be scheduled. Guest count guarantees are due 10 days prior to the event. If changes are made within 10 days of the event, additional change order fees may be incurred.

Reservations

A tentative reservation may be made to hold any date. If another inquiry is received, you will have the opportunity to secure or release the date. To secure a date, Infinity Park requires a deposit of 50% of the facility license fee, a performance deposit and a signed contract.

Facility License Fee

- Facility license fee is inclusive of a five-hour event with two hours to set up and one hour strike. Additional time may be purchased at the rate of \$300 per hour for set up and strike and \$600 per hour for event time. Rates are doubled for changes made day of event start date.
- Facility license fees in the Event Center ballroom are inclusive of the following: parking, tables, banquet chairs, on-site Event Manager, dedicated Production Director, full AV team, facility staff, housekeeping services, in-house sound system, and one 12 x 24 stage with microphone and podium.

- Audio/visual requirements, specialty staff, and event rentals may be provided for additional fees.
- For all outdoor events, the client will be responsible for renting tables, chairs, and any other required equipment.

Payment Schedule

- A completed signed packet, including contract and deposit are required to secure an event date.
- Payment may be made by check or online by credit card (VISA, Master Card, AMEX, Discover accepted) or bank transfer.
- 50% of the total license fee with a performance deposit is due at signing of contract with the final balance due 30 days prior to the event.
- A Performance Deposit is included in the contract. This deposit is fully refundable 60 days following the event provided no damage was incurred by you, your guests, caterer, or other vendors assisting with the event, or unless additional services were added or all fees applicable to the event have not been paid. Liability is in no way limited to the amount of your performance deposit.

Specialty Staff

Infinity Park can provide specialty staffing services to assist in the success of your event. The rates range from \$30-\$150 per hour, per person and are based on a four-hour, consecutive minimum. Staff may include: coat check staff and directional greeters, audio/visual technicians, and security staff. Licensor must be notified in advance of any security personal to be provided by licensee.



Policies & Procedures

Private Event Policies

- We reserve the right to inspect and control all private events, including the right to monitor and control noise levels.
- Infinity Park Event Center is a smoke-free environment. Smoking is permitted only in designated areas outside the facility.
- Infinity Park reserves the right to refuse or stop alcohol beverage service to any individual or group at any time. The facility is required to enforce liquor laws as regulated by the State of Colorado.
- The client will assume full responsibility for the conduct of all persons in attendance, including subcontractors, and for any damages done to any part of the premises or theft of property.
- Infinity Park prohibits the use of its facilities for any activities that are illegal or deemed inappropriate.

Cancellation and Refund Policy

Cancellation by client: in the event client elects to cancel or reschedule the event, Infinity Park shall be entitled to retain the following, unless otherwise agreed in writing:

- If notice of cancellation/reschedule is received by Infinity Park 180 days or more prior to the event, Infinity Park shall be entitled to retain 25% of all funds received by Infinity Park under this agreement to the date cancellation notice is received.
- If notice of cancellation/reschedule is received by Infinity Park 90 to 179 days prior to the event, Infinity Park shall be entitled to retain 50% of all funds received by Infinity Park under this agreement to the date cancellation notice is received.
- If notice of cancellation/reschedule is received by Infinity Park 30 to 89 days prior to the event, Infinity Park shall be entitled to retain 75% of all funds received by Infinity Park under this agreement to the date cancellation notice is received.
- If notice of cancellation/reschedule is received by Infinity Park at or within 29 days of the event, Infinity Park shall be entitled to retain 100% of all funds received by Infinity Park under this agreement to the date cancellation notice is received, plus any unpaid balance due as of that date.

Ancillary Services

State of the art video projection systems, electrical services, and IT services can be provided. For a list of these services and rates, please contact your Sales person.

Catering

International Ballroom: Groups can provide catering with one of the venue's preferred caterers with no additional fees associated. Otherwise, licensee can use an alternative full-service caterer with a minimum \$1,000 Back-of-House Management fee to utilize kitchen facilities. The fee is nonrefundable and will be billed to Licensee.

Conference Room & Try Club: Groups can provide catering with one of the venue's preferred caterers with no additional fees associated. Otherwise, licensee can use an alternative caterer or food drop off service with a minimum \$200 cleaning fee.

Damage and Liability

Infinity Park, the City of Glendale, and their agents and partners assume no responsibility for damages or loss of any merchandise or materials brought on the property at any time. Any loss or damage to the facilities caused by guests and/or staff hired by the client may result in additional damage fees.

Decorations

The facility must approve all decorations that are supplied by the client. No tack, tape, or other adhesive/fastening applications may be used on walls or floors. No rice, bird seed, confetti, glitter, helium, silly string, etc., is allowed on-site. Decorations must be removed at the end of the event. Candles must be enclosed in glass. All setup must meet fire safety codes. A basic cleaning fee is included in the facility rental rate. For additional services, additional fees may apply. There are no storage facilities located within Infinity Park; all items must be brought in and removed day of event within contracted hours. Fog and haze machines must be approved and operated by Infinity Park production staff.

Policies & Procedures

Electrical

Electrical requests should be made to your Event Manager. All electrical work needed on the property of Infinity Park must be completed by a licensed electrician or a third party that has been approved by the facility's management.

Insurance

A Certificate of General Liability Insurance is required for all events naming City of Glendale as an additional insured and certificate holder. Please see insurance coverage document for details.

Licenses and Permits

Infinity Park strictly adheres to the NFPA and the local Denver Fire Department's fire codes and regulations. Required permits must be obtained from the Denver Fire Department and Glendale Building Department.

Liquor

Scrum Enterprises holds the liquor license at Infinity Park. All alcohol beverage service must be provided by Scrum Enterprises. Neither you nor any of your guests will be permitted to bring alcohol onto or remove alcohol from the premises. If this rule is not adhered to, your event may be canceled and all monies forfeited. Should you wish to have your catering company provide wine service table-side with dinner, a contract between the caterer and Scrum Enterprises is required.

Load In/Out Policies

Event load in/out is allowed only through the dock area, must take place during the time specified in the Facility Use Agreement, and be completed no later than the agreed upon time. Additional charges may be applied if the event load in/out takes place outside of the specified time. Parking and unloading on Kentucky Ave. is prohibited with the exception of handicapped parking.

Deliveries and Shipping

The Event Manager must be notified of all deliveries and/or shipments prior to delivery date. Infinity Park reserves the right to refuse any deliveries and/or shipments that have not been pre-approved.

