FREQUENTLY ASKED QUESTIONS

FEES:

1. **Does my DEPOSIT go towards my rental fee?**
   NO your deposit is an ADDITIONAL fee to your rental.
2. **Is my deposit REFUNDABLE?**
   YES your deposit is refunded back to you in form of a check by mail. 30 days after your event. Only IF there are no damages or violations of the Lease Agreement.
3. **How would I know if I FORFEITED my DEPOSIT or if I will get my deposit back?**
   City staff will contact you ONLY IF your deposit gets forfeited due to building damage.
4. **Is the CLEANING FEE mandatory?**
   YES the cleaning fee is part of our LEASE AGREEMENT.
5. **Can I clean after my event to WAVE the CLEANING FEE?**
   NO, the cleaning fee is part of our Lease Agreement.
6. **What does the cleaning include?**
   Our Public Works Department will clean the entire hall for you, including taking out the trash from the building. The department is also in charge of the tear down for you. You do NOT need to worry about putting up tables and chairs.
7. **When do I need to PAY IN FULL?**
   You must pay in full 60 days prior to your event.
8. **What type of PAYMENT METHOD can I make?**
   The City of Leon Valley accepts VISA, MASTER CARD, CASH, PERSONAL CHECK, COMPANY CHECK, MONEY ORDER, CASHIERS CHECK**.**
9. **What type of PAYMENT can I make if my event is LESS THAN 60 DAYS?**
   If your event is less than 60 days, the City ONLY accepts VISA, MASTER CARD, CASH and CASHIERS CHECK.
   WE DO NOT ACCEPT PERSONAL CHECKS IF EVENT IS LESS THAN 60 DAYS

SECURITY:

10. **How many security guards DO I NEED for my event?**
    College graduation parties, sweet 15s and sweet 16s are events which require TWO security guards. Other events such as a wedding, baby shower or a high school graduation party (hosted by parents) only require ONE security guard.
11. **WHO would CONTRACT the security guard for my event?**

The City of Leon Valley will be responsible for providing your security for your event.

12. **I know someone who's a SECURITY, can I HIRE MY OWN?**
    NO, The City of Leon Valley has a contract with a security company and will make arrangements to cover your event.

ALCOHOL/FOOD:

13. **Is ALCOHOL allowed?**
    YES alcohol is allowed. You may provide beer, kegs, wine, and cocktails (including a margarita machine).
    Feel free to contact **Leon Valley Café** for a professional catering service at: 210-520-0706
14. **What if I wish to SELL ALCOHOL for my event?**
    You may sell alcohol for your event, as long as whoever sells it possesses a TABC license.
15. **Does the City provide CATERING or BARTENDING SERVICES?**
    NO the City DOES NOT provide catering or bartending services.
16. **Is catering/OUTSIDE food ALLOWED?**
    YES you may provide your own food for your event or contract catering for your event.
    Feel free to contact **Leon Valley Café** for a professional catering service at: 210-520-0706
17. **What if I wish to SELL FOOD for my event?**
    You MAY SELL food for your event, however a FOOD PERMIT is REQUIRED and you may obtain one at City Hall 6400 El Verde Road. Leon Valley, TX 78238 M-Th 7:30 a.m.-5:30 p.m. Fri-7:30 a.m.-11:30 a.m. Sat & Sun CLOSED

HOLDS/RESERVE:

18. **What FEE am I REQUIRED to pay to RESERVE a date?**
    You must pay your DEPSOIT in order to reserve any date. You must PAY IN FULL if your event is less than 60 days from the day you're thinking about reserving.
19. **Can I place a HOLD for any date?**
    YES you may only place a 24-hour hold for any date. **No** two (one after the other) 24-hour holds may be placed.

ACCESS TO THE HALL:

20. **Do I get KEYS to the hall?**
    No, our security guards will open and close the halls for your event.
21. **For what HOURS can we use the halls?**
    The earliest you can go in the halls is 8:00AM and the latest you can be there is until 12:00 MIDNIGHT.
22. **What are the MAXIMUM hours we can lease the hall for?**
    The maximum hours you can lease the halls for is 10HRS.
23. **Do I NEED to USE ALL 10 hours?**
    NO, 10 is the maximum. The hours for your event depend on what you want to use.
24. **Does my SET-UP/decoration TIME go towards my EVENT TIME?**
    YES, set-up/decoration time is also being charged for and will count toward the number of hours you want for your event (Example: 10 hours total--- 2 hrs for set-up and 8 hrs for event).
25. **Do I NEED SECURITY for set-up/decoration time?**
    YES, you are required to have security AT ALL TIMES. Your security will open doors for decoration and will come back for your actual event. He/she will open and close doors for you.

TOURS:

26. **Can I SEE THE HALL before leasing?**
    YES, we provide tours by APPOINTMENT ONLY-Tuesdays and Thursdays
27. **What is the number to SCHEDULE A TOUR?**
    It is 210-684-1391 ext:232 or email a.federico@leonvalleytexas.gov

SET-UP/DECORATIONS:

28. **Are we responsible for set-up/decorations or can someone set-up for us?**
    YES, YOU ARE responsible for your event, set-up and decorations. The City only provides you with the facility, tables and chairs. You bring your own food, drinks, decorations, music (and necessary equipment). You are paying a cleaning fee so our Public Works Department will be in charge of the break-down of your event.