



## The Lake House at Grand Central Park Resident Rentals Frequently Asked Questions

### **PACKAGES, SPACES & TIME FRAMES**

#### **Q: What is the difference between the large event and small event packages?**

**A:** The large event package is meant for functions with 100+ guests and has the rental space for a 14 hour time period from 10am to 12am. The small event package is meant for functions with less than 100 guests and space rentals only, this package does not have the option to book the entire facility. The small event package is more affordable for small birthday parties, baby shower, bridal shower or milestone celebrations. The large event package is meant for weddings, quinceneras or large banquets.

#### **Q: What are the rental spaces available to book and what is their approximate square footage?**

**A:** The Pavilion – 6,000 sq. ft.  
Grand Room – 1,400 sq. ft.  
The Overlook – 1,180 sq. ft.  
The Facility – 7,600 sq. ft. indoor space, 6,000 sq. ft. pavilion

#### **Q: How many people can the spaces accommodate?**

**A:**

- The Grand Room: 100 guests
- The Overlook Room: 49 guests
- The Pavilion: 0 – 400 guests
  - Small Event Package: Allowed for up to 100 guests
  - Large Event Package: Allowed for 100 to 400 guests
- The Facility:
  - Includes The Overlook, Grand Room & The Pavilion in large event package only
  - Banquet area can accommodate up to 125 seated or 150 standing guests with lobby use as well as Grand Room space

#### **Q: How far in advance can I book an event?**

**A:** For small events, you can book up to 6 months in advance. For large events, you can book up to 9 months in advance.

#### **Q: What time frames are available to book and how much does it cost for a resident rental?**

##### **A: Small Event Package**

- 4 hour time block between 10am to 10pm
  - Grand Room: \$450
  - The Overlook: \$300
  - The Pavilion: \$375
- 8 hour time block – Pick 8 hour time frame anytime between 10am to 10pm
  - Grand Room: \$800
  - The Pavilion: \$550
- Up to 2 additional hours allowed for 4 hour time block only of \$150 per hour

##### **Large Event Package**

- 14 hour time frame, you have the rental space from 10am to 12am
  - The Facility: \$2,800
  - Grand Room & Lobby: \$2,000
  - The Pavilion: \$1,000



**Q: When can I set up and how long do I have to take down from an event? ‘**

**A:** The time frame you book - 4 hour, 8 hour or 14 hour is the only time you get in the rental space. This includes your set up, event & takedown time. If you need additional time, book the next time block for your event or for the 4 hour booking, you can request up to 2 additional hours for an additional \$150 per hour.

**Q: How many times can I rent The Lake House?**

**A:** Households are limited to one (1) regular season rental a quarter or three (3) month period and one (1) holiday weekend day rental in a six (6) month period.

**Q: Can I book my event on a holiday?**

**A:** Some holiday bookings are not available. Holiday rentals are rentals that take place on a holiday and/or that take place on a Friday, Saturday or Sunday of a holiday weekend. Fees double if event is booked on a holiday weekend. The following are not available for renting: Thanksgiving Day, Christmas Eve, Christmas Day, New Year’s Eve, New Year’s Day, Easter, Fourth of July, and Labor Day.

**Q: How far in advance do I need to book an event?**

**A:** At least 30 days.

**Q: What happens if I go over my rental time period?**

**A:** Additional fees will incur. Please see the agreement for details.

**PARKING**

**Q: How many parking spots are available at the facility?**

**A:** 75 spots

**Q: Where is additional parking located?**

**A:** Shuttle buses are recommended for large events. Sam Houston State University has parking availability for a fee and must be approved prior to your event. You can fill out the request form at <https://www.shsu.edu/dept/public-safety/parktrans/eventform.html>. Overflow parking on the streets is prohibited.

**OFFICERS, PERMITS & ALCOHOL**

**Q: Why do I need a uniformed security officer and how many do I need?**

**A:** A security officer is required for any event rental with alcohol present. The number of officers is also dependant on the number of guests expected. For functions with less than 50 people and no alcohol, security is not required. For 50 to 100 guests, 1 officer is required. For the large event package with 100+ guests, 2 officers are required for 100-150 guests, 150+ guests require three officers. Security has a minimum of four hours. The Association handles booking for security and the total amount is to be paid via money order or credit card for the **total** time they are booked for, even if the event ends early. *This is to be paid upon submission of rental application, at least 30 days in advance of event. If these fees are not received, the event will be canceled.*

**Q: Why do I need a TABC server when alcohol is present at an event?**

**A:** It is the Assocoation’s decision to require a Texas Alcoholic Beverage Commission server at all events if alochol is present. If alcohol is being sold at the event, you are required to get approval by the association in advance and have a licensed alcohol catering company to provide the alcohol service and must present the license and information to



the association prior to the event. If you need recommendations on servers or licensed companies, the Association can provide upon request if available.

**Q: Do I need an event permit through the city?**

**A:** No, Grand Central Park and the Association take care of the annual event permit requests through the City of Conroe.

**PAYMENT**

**Q: What is the security deposit required and how do I get it back?**

**A:** For small events, a \$250 security deposit is required for any event without alcohol and \$500 is required for events with alcohol. For large events, a \$500 security deposit is required for any event without alcohol and \$1,000 is required for events with alcohol. The security deposit will be applied for expenses from costs of additional cleaning, repair damage or any amounts owed to the Association from the event. The security deposit will not be returned if any of the contract restrictions are not followed. The money order or credit card payment will be collected 14 days in advance of the event and returned within 30 days after the event if no additional costs incurred.

**Q: Who do I need to make the checks out to?**

**A:** The Grand Central Park Residential Association, Inc. 1039 Lake House Dr. Conroe, TX 77304

**DECORATIONS & DETAILS**

**Q: What can I use to hang décor on the wall?**

**A:** Nothing shall be attached or suspended to any part of the walls, ceilings or beams. Decorations must be of a temporary nature. The following is not allowed – tape, tacks, nails or staples on the walls, floors or ceilings. Painters tape is allowed. Decorations placed higher than 12 feet from the ground must be installed by a licensed and insured vendor.

**Q: What decorations are restricted?**

**A:** No glitter, confetti, rice or birdseed is permitted. No decoration canons or helium balloons are permitted. No dangerous, inflammable, or explosive character that might increase the chance of eruption of fire on the Premises. Smoke machines are prohibited. Flame candles must be in a container and receive prior approval.

**Q: Can I have sparklers?**

**A:** Sparklers must be used 15 feet from the building and receive prior approval.

**Q: Can I have real candles?**

**A:** Yes, but the candle must be in a container and approved prior to the event.

**Q: Can I use the tables at The Lake House**

**A:** Yes, for an additional fee of \$50 you can use up to 12 - 60” round tables and 120 white chairs for indoor rentals only. The Pavilion has permanent picnic tables. If you don’t wish to use the tables, you are responsible for moving them and they must remain onsite and be put back by the end of the rental period.

**Q: How many bathroom stalls are there?**

**A:** The exterior bathrooms have 3 stalls in the womens and 3 stalls in the mens. The indoor bathrooms have 3 stalls in the womens and 3 stalls in the mens.



**Q: Can I use the kitchen in the Grand Room?**

**A:** If the Grand Room is part of your rental space, the kitchen is available for use. Coffee supplies for Keurig are to be provided by renter. Cooking & serving utensils will not be provided. Ice is not guaranteed. Convection oven & coffee maker are available with advance request. The refrigerator and dishwasher are not available for use.

**Q: Can I store supplies the day before or after my event?**

**A:** Storage of supplies prior to and after the event is not available. Please be aware there is no space for storage onsite during an event. Plan accordingly for storage of misc. items.

**Q: How do I get prior approval for everything mentioned in the agreement requiring approval?**

**A:** You must complete the questionnaire at least 14 days in advance to your event. You will get approval/denial within 1 week prior to event.

## **MUSIC, IT & TV DISPLAYS**

**Q: Can I use the TV's at The Lake House?**

**A:** For Grand Room rentals only, there are two TV's available to display photos, videos or a presentation by the renter. Facility rentals can use all three TVs located on the 1<sup>st</sup> floor of The Lake House and must be requested in advance. You must make an appointment at least one business day before the event to bring the equipment needed to test on the TVs. USB & HDMI connections available.

**Q: Can I use the sound system?**

**A:** Yes, with an advance request, the sound system can be used for the Grand Room, Pavilion or Overlook room. The renter must bring a phone or tablet capable of Airplay.

**Q: Can I bring in my own sound system & lighting?**

**A:** Yes, but you must inform the Association in your questionnaire.

**Q: What electricity is available indoors and outdoors?**

**A:** For large event facility use only, the courtyard lawn light poles can handle 30 amps each and the pedestals can do 50 amps each. For indoor circuits, no more than 20 amps can be connected to a breaker section at a time. Example, the kitchen in the Grand Room can't exceed 20 amps at once.

## **OUTDOOR MISC.**

**Q: Can I bring a bounce house or inflatable?**

**A:** Inflatable devices are allowed outside with prior approval, at a location specified by the Association, and additional insurance may be required.

**Q: Can I bring a BBQ, grill or propane tank?**

**A:** The use of any barbeques, grills or heaters must receive prior approval. Local regulations will be enforced (e.g. a burn ban may be in effect). BBQs or grills may not be used under the pavilion roof. Must be placed in grass outside of pavilion.

**Q: What needs to be cleaned up at the conclusion of my event?**

**A:** Renter shall clean the premises immediately after use. Garbage is to be removed and placed in the outside dumpster. Garbage bags are to be supplied by renter. If additional janitorial services are needed due to the nature of the event, the costs will be the renter's responsibility. If the area is not cleaned after the event, additional charges on top of the mandatory cleaning fee will be removed from the owner's security deposit.



**Q: Does my rental of the pavilion include the courtyard lawn?**

**A:** The only event rentals that include the courtyard lawn in front of the building is for the entire facility. No other rentals include the courtyard lawn. Pavilion rentals can use the outdoor grass space on the backside of the pavilion.

**CANCELATIONS**

**Q: Can I cancel my event rental?**

**A:** The event can be canceled at any time.

- 30 business days prior: Full refund on rental fee, security deposit & officer fees
- Less than 30 business days & more than 15 business days - Full refund of the Security Deposit & officer fee and a fifty percent (50%) refund of the Rental Fee.
- Less than (15) business days - Full refund of the Security Deposit only, and the Association shall retain the Rental Fee & officer fees.

**Q: What happens in the event of a hurricane or natural disaster?**

**A:** If your event does not occur or is interrupted due to weather or other incidents such as rain, lightning strike, power outages, tornado, hurricane, fire, flood, pandemic, national or state shut down or other disaster or events caused by nature or a third party, The Association bears no responsibility or liability and all payments made before the incident or disaster are not refundable. The Association suggests the Applicant obtain Event Cancellation / Postponement Insurance in case such cancellation or postponement is necessary.

**APPLICATION & AGREEMENT PROCESS**

**Q: When is the questionnaire due?**

**A:** The questionnaire must be completed and submitted to The Association within 14 days prior to event.

**Q: After I submit the agreement, is my event confirmed?**

**A:** No, the agreement is not approved until you have written confirmation from the Association the agreement and date is approved, the Association has completed the agreement and send a final version back and your security deposit and officer payments have been provided to the Association.

**Q: I am ready to book! Now what?**

**A:** You must first complete and submit the application form to The Association. The association will review and approve or deny the request within 30 days of submission.

**OTHER FAQS**

**Q: Is smoking allowed?**

**A:** Smoking is allowed in designated area only and prohibited within 15 feet of the building.

**Q: Are pets allowed?**

**A:** Pets are not allowed within indoor portions of the Premises during an event. Pets may be permitted within outdoor portions of the Premises with prior written approval of the Association. Service animals are permitted.

**Q: Can I have glassware?**

**A:** Glass beverage containers must receive prior approval.



**Q: Are firearms prohibited?**

**A:** No firearms, of any type, other than those carried by certified peace officers, either municipal, state or federal. Weapons of any kind are strictly prohibited.

**Q: Will someone from The Association be on-site during my event?**

**A:** At least one staff member hired by The Association will be on-site during reservation period. *The Staff is responsible for coordinating building issues, such as, but not limited to, accessibility, alarms, temperature regulation, opening/locking door(s) for events, stocking restrooms, and making sure the rented space is returned to an orderly manner.* NOTE: It is the responsibility of the Applicant to arrange any tables and chairs reserved for the event. The Staffs' role is to monitor the facility; however, the Staff are not present to help with set-up, serving or clean-up.

**Q: Will the fitness center be open during my rental?**

**A:** Residents will have access to the fitness center, hallway and restrooms. Signage will be in place for residents to access the fitness center through the side entrance and not disrupt event.

**Q: Do I need additional event insurance?**

**A:** Not normally, unless The Association deems necessary based on the premise of the event.