



PLAYGROUND PAVILION RENTALS FREQUENTLY ASKED QUESTIONS

How do I schedule a Playground Pavilion Rental? Can Rentals come at any time?

Please call our Office at 770-533-5850. You may also complete the registration form in the office or download online. You will receive a complete list of all facility rules applicable to your visit with us. Rentals are based on facility hours and schedule in 2 hour increments.

How much does a Playground Pavilion Rental cost? How many people can you accommodate at one time?

Exclusive use of the Pavilion and adjoining Playground are reserved in advance for \$35/In County and \$50/Out of County per 2 hour time frame. There are 4 picnic tables at the Playground Pavilion; each sits 8 people for a total of 32 people seated at one time.

Is there a deposit for playground pavilion rentals? How far in advance do I have to book?

Yes, there is a \$25 refundable damage deposit. The earlier you reserve your spot, the better. We want all of our clients to get their first choice.

I am a Passport Holder do I still pay the Rental Rate?

Yes. There is no discount given for Passport Holders for Rentals.

Does the rental fee include admission into the facility?

No. The cost for admission into the facility is not included. A group rate is given if you have more than 10 people. If daily passes for the pools are being purchased in advance, then each person attending must count for 1 admission. Children under the age of 2 do not count towards the final total. Swimmers must wear swimsuits.

What if I have more people in my Rental than I did when I made my reservation?

You must notify us two days prior of the event with your expected number of people, if swimming option was added.

If I make an advance reservation and have to change, cancel or adjust my reservation what will I need to do? Is there a penalty if we cancel or do not show? What if there is inclement weather?

Call our Office at 770-533-5850. We request that you cancel at least two weeks in advance to allow other rentals who may be on a waiting list to book your space. Rentals that fail to cancel will not receive a refund. If there is inclement weather the day of your rental, you are allowed to reschedule your rental (limit of twice). If unable to reschedule a refund will be given.

Can you open up the Splash Zone to my Rental out of season (September-May)?

No. Due to staffing limitations during the school year, we are unable to provide this option at this time.
Food and Beverage Options

Can I bring my own food/drinks for my rental?

Yes, you can have your own food/drinks at the Playground Pavilion only. You could also choose to use one of our approved caterers to cater your event. Absolutely no alcohol is allowed on the premises. Additionally, no outside food can be brought into the facility if you choose to add swimming to your rental.

Can I add a Birthday Party Package to my rental?

No. Birthday Party Packages are for the inside party rooms only.

Can we add decorations to the area?

Yes. You will need to make sure that all decorations are removed at the end of your rental.

Can we remove the tables under the Playground Pavilion?

No. All furniture remains where it is.

Can we bring in our own grill to use at the Playground Pavilion?

No. Grills are prohibited in the area.

Are alcoholic beverages permitted at your facility? Is smoking allowed at your facility?

No alcoholic beverages shall be served or otherwise consumed on the premises of Frances Meadows Aquatic and Community Center. Smoking is not allowed on the property or within the facility.

Payment

What forms of payment do you accept?

We accept Visa, Mastercard, American Express and Discovery cards only. No cash or checks.

When do I make payment?

50% of the total is due when you make your reservation. The remainder on the account is due 1 week prior to your rental date. For reservations occurring within 2 weeks time span of the rental date, full payment is due at the time of the reservation.

My payment is for more than the number of people in attendance. Do I get a refund?

No. All payments are final and refunds will not be issued for any reason against the check's total.

The Big Day

What do we do when we arrive?

The renter should check in at the facility's Front Desk. A Manager will meet with you and escort you to the Playground Pavilion and take care of any needs that you may have at that time.

What do I have access to in the facility? Are we allowed re-entry into the facility pools?

Playground Pavilion rental fees includes the exclusive use of the Playground and the adjacent Pavilion. Restrooms for this area are located inside the facility down the hallway of the Community Center Side. If pool passes are purchased, then access to all open pools will be granted; depending on season and availability of pools. Re-entry is not allowed at the facility. You would either need to schedule your swimming time prior to or after your Playground Pavilion rental.

Who is responsible for cleaning after my rental?

The renters are responsible for leaving the area in the same clean manner in which they found it. Failure to do so may result in additional charges and/or forfeiture of the damage deposit.

Are you adding facility (pool) admission on to your rental? The following information applies.

The Splash Zone closes due to thunder and/or lightening. The indoor pools only close in extreme weather. All pools stay closed for 30 minutes after the last thunder was heard or lightening was seen.

Are there any other rules that my group needs to know?

Yes. A full list of our rules will be given to you at the time you sign your contract. Please read over them carefully to make sure that your group is in compliance.

If I have further questions, what do I need to do?

Contact our office at 770-533-5850.