

## FACILITY RESERVATION RULES AND REGULATIONS

1. Fees for online reservations must be paid online at the time of making the reservation or the reservation will not be saved. Fees for reservations made over the phone or with a reservation request form, are due within ten (10) business days of booking a reservation or no later than five (5) business days prior to the actual reserved date, whichever comes first. If reservation fees are not received within the specified time frame, the reservation may be canceled without notification. Customers are encouraged to make payments over phone, by mail, or online whenever possible. Payments can be made over the phone with a debit/credit card at 798-7275. All credit cards are accepted. If mailing a check for payment, return this signed page. Please make checks payable to New Hanover County. Mailing address/Physical Address: 896 Airlie Road, Wilmington, NC 28403. Payment of the reservation fee is an acknowledgment of this rules page. Payments must be received in full before the reservation is final.

2. **Reservation fees are NON-REFUNDABLE. If you are unable to use your shelter due to HEAVY RAIN, reservations may be rescheduled or a credit may be issued towards a future reservation.** Credits are good for 1 year from the date of cancellation. If the park is closed due to extreme weather conditions, for example a hurricane or snow storm, refunds will be issued.

3. **WATER BALLOONS, PINATAS, SIDEWALK CHALK, GENDER REVEAL - GUNS, CANNONS, EXPLOSION DEVICES, AND GLASS BOTTLES are BANNED on park grounds.** Reserver will be asked to remove these items.

4. **CONFETTI, GLITTER, or ITEMS THAT CONTAIN CONFETTI AND GLITTER create litter and are therefore banned on park grounds.**

5. Easter Egg Hunts: BOILED EGGS ARE NOT ALLOWED. ONLY plastic eggs can be used.

6. **Food Trucks and tents** have prior approval from the Parks Department before they can be placed in any New Hanover County Park. All tents must be secured with barrels. All of our parks have underground utilities that can be damaged when staking tents. Food Trucks must be self-supporting and not use the electricity or water at the picnic shelter.

7. **Dry Inflatables (Bounce Houses)** are only allowed at special events and major events. They are not allowed with picnic shelter rentals. Inflatables for these events must have prior approval from NHC Parks and Gardens before they can be placed in any New Hanover County Park. Inflatables must come from an approved insured vendor and must be secured with sandbags.

7. Reserver must dispose of all trash in the receptacles provided before leaving the area. Recycling cans are available at Long Leaf, Ogden, and Veterans Park picnic shelters. Please do not mix trash with recyclables.

8. **Swimming pools/wading pools, slip and slides, and dunking booths** are not allowed in any New Hanover County Park.

9. **Beer and wine** are allowed with a picnic shelter reservation. Beer and wine must be kept underneath the shelter or within 50 feet of the shelter and not near a playground. No fortified spirits (liquor) are allowed, and glass bottles are prohibited.

**\*\*You are wholly responsible for any common law social host liability which may result, directly or indirectly, from the consumption by any party of alcoholic beverages during the event. New Hanover County specifically disclaims any and all such liability. In the event that New Hanover County or any agent thereof is found by any court or similar authority to be liable to any person or party resultant of the consumption by any party of such beverages during the event, by signing the reservation form attached hereto, you agree to wholly indemnify and hold New Hanover County harmless of said liability to the greatest extent allowable under applicable law.**

10. Open fires, fireworks, and firecrackers are not allowed in any New Hanover County Park.

11. Music is allowed at most parks and shelters if it is family-friendly with no profanity. DJ's are not allowed in picnic shelters beside playgrounds.

12. Do not use nails, tacks, staples, or duct tape on the shelters to hang decorations. Regular tape or string can be used if removed after the event.

13. Please do not feed the waterfowl and wildlife. Feeding wildlife imposes unsanitary conditions and potential health and safety hazards.

14. Parking lots/spaces, splash pads, and playgrounds are open to the general public and are not guaranteed with a picnic shelter reservation. If for any reason, these amenities are not available, refunds will not be issued.

15. Please make sure that set up time and clean up time are included in your reserved time.

**The Parks Department Director and any authorized department employee shall have the authority to eject from any recreation facility, any person in violation of the rules and regulations.**