



High Point Parks & Recreation Picnic Shelter Rental Rules

1. Use of all parks and facilities is subject to the Parks & Recreation Rules and Regulations, Code of Ordinances Sec. 7-1-2. All City of High Point Parks & Recreation Rules and Regulations apply. Visit our website at <https://www.highpointnc.gov/DocumentCenter/View/7225> for a complete list.
2. A renter must be at least 18 years or older to reserve a shelter. The renter must be on site during the event.
3. Renters must have the Facility Permit with them, or access to an electronic copy, on the day of the rental and must adhere to rental times listed on the permit.
4. It is the renter's responsibility to provide details about the event when making the reservation. Failure to notify staff about significant changes to your event, or failure to adhere to the rules and regulations, shall subject the renter to automatic forfeiture of any rental fees or deposits. The event shall be subject to immediate termination.
5. Charcoal grills are provided at all shelters. Customers may bring their own gas grill, but personal charcoal grills are not allowed. Grease, oil, and fat must be collected and taken off the property.
6. Park facilities are not provided for commercial or profit making activities. Proprietary or commercial groups and individuals are not permitted to use park facilities for financial gain or profit. Items may not be sold to the public without permission from High Point Parks & Recreation Department.
7. Glass containers are not allowed. Please use plastic cups or bottles.
8. Please recycle aluminum, tin cans, and plastic in the marked bins. Please do not place food in the recycling bins.
9. Please leave shelters litter free by placing all trash in the trash cans.
10. The use of staples, nails, tape, pushpins, adhesive backed decals, tacks, and/or paint are prohibited. All decorations must be removed and disposed of properly. Candles are prohibited.
11. All tables and benches must be left in same area as found.
12. Consumption of beer, wine, ale, or other alcoholic beverages is prohibited.
13. Concealed handguns possessed under the provisions of a valid Concealed Carry Permit are allowed in open areas only, unless otherwise posted. Concealed handguns are not allowed inside facilities, or at swimming pools or athletic events where all other firearms and deadly weapons, whether openly displayed or concealed, are prohibited.
14. All pets must be leashed and under control at all times.
15. Bounce houses are only allowed in certain areas and must be approved prior to the rental. All guidelines for bounce house usage must be adhered to. Please see full list of rules on the website at <https://www.highpointnc.gov/DocumentCenter/Home/View/8498>. Waterslides and personally owned bounce houses are prohibited.

16. Any carnival type activity provided by a third party requires approval from the park supervisor, certificate of insurance, and business license.
17. Amplified music is not allowed unless approved by the Parks & Recreation Department.
18. Not every facility is suitable for tents. Renters must have special permission for any tent usage.
19. Police security and/or general liability insurance may be required (at the user's expense) as determined by the High Point Parks & Recreation Department.
20. Persons or groups using the facility shall be responsible for the breakage, loss, or damage to the facility and equipment and shall bear the full replacement cost for such breakage, loss, or damage.
21. **Refunds:** If a customer cancels a reservation at least 14 days or more prior to the rental date, a full refund will be issued. If a customer cancels less than 14 days prior to the rental date, there will be no refund unless approved by the Director of Parks & Recreation or his or her designee. A full refund is given if High Point Parks & Recreation Department cancels a facility rental. All cancellations and requests for refunds must be in writing or can be submitted by email. The customer can receive a refund or reschedule for another date at the time of cancellation. We are not allowed to carry a credit on a customer's account for more than two weeks. If the customer has not called back to reschedule by two weeks after the original reserved date, we will process a refund.
22. **Rainout Refunds:** A rainout is defined as a shelter cancellation due to inclement weather conditions. The customer must call on the day of their event to cancel because of rain. If the renter uses a shelter at any time during their rental, they will forfeit their refund. For Oak Hollow Park, Festival Park, North Overlook or Sailboat Point please call 336-883-3494. For High Point City Lake please call 336-883-3498. For all other parks please call or leave a voicemail at 336-883-3469.

If you encounter problems during your picnic or event, please call 336-883-3224 to ask for assistance from a Park Ranger. For emergencies, please call 911.