

# Special Event Application Internal Process



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### Section 1: What is a Special Event?

A Special Event is a specific activity including, but not limited to:

- Festivals, meetings, programs, or other use held at a District facility which is not within the normal scope of overnight reservations or facility rentals or sponsored functions of District operations.
- Special events recommend a minimum of 120 days lead time to process all required permitting documentation and processes.
- Special Event Permit Applications may be submitted up to a year in advance
- Certificate of Insurance is required for all special events
- Film/Photography permits are issued through a separate process

Special Events are distinguished based on their size and scope as follows:

1. **Minor Special Event** is a special event where the anticipated attendance is between 200 – 999 guests
    - Areas of the park will remain open to the public
  2. **Intermediate Special Event** is one at which the anticipated attendance is between 1,000 – 4,999 guests.
    - Areas of the park will remain open to the public
  3. **Major Special Event** is a special event at which 5,000 or more people are expected to attend, or in which the entire facility will be unavailable for use by the public during the special event.
    - Lead time recommended is 180 days.
    - No public areas will be open – Park is reserved for event
- All major special events and any intermediate or minor special events which are determined to need law enforcement or traffic control must make prior arrangement with Riverside County Sheriff's Department.
  - All special events allowing, serving, providing, or selling any type of alcoholic beverage will require that the applicant obtain the appropriate license from the Alcoholic Beverage Control (ABC).

## Section 2: How Can a Guest Apply for a Special Event Permit?

The RivCoParks website ([www.rivcoparks.org](http://www.rivcoparks.org)) is the portal through which potential applicants can initiate the application process.

- Special Events Inquiries are submitted through a form on the RivCoParks website.
  - All prospective event holders should submit an inquiry as their first step.
- The inquiry form contains important information such as
  - Expected Attendance, Site Location, Date, Summary of Event, Etc.

The **Special Event Application** should be sent over to the prospective event holder after receiving their initial inquiry. Be sure to check the event date availability at the requested location.

- Applicants will be informed during the application submission process of the required application fee, based on the size of the event.
  - Applicants are also prompted to upload any required documentation to be included with the application at the time of submission.
    - From there the completed application will automatically be routed to the appropriate staff assigned to handle special events for the location requested in the application.

The following chart shows where applications will be directed.

If the park or location selected is:	The completed application will be routed to:
Rancho Jurupa Park, Lake Skinner, Lake Cahuilla, Idyllwild Park, Hurkey Creek Park, McCall Park, or Mayflower Park	Guest Services
Santa Rosa Plateau	Respective Supervisor
Gilman Ranch and San Timoteo Schoolhouse	Respective Site Supervisor
Idyllwild Nature Center	Respective Site Supervisor
Jensen-Alvarado Ranch	Respective Site Supervisor
Hidden Valley Wildlife Area	Respective Supervisor
Other site not listed	Special Events staff at Reservations <i>(to be manually routed to the appropriate personnel)</i>

### Section 3: Now What Do I to Move the Application Process Forward?

The following resources are available to RivCoParks personnel for the purpose of facilitating the special events application approval process:

**A. Communications Center**

- Initial Special Event inquiries will be received to the communications center (Service Now). This is where staff can respond to inquiries, request initial documents, and use for all other communication.

**B. Calendar**

- The SharePoint master event list is accessible by all Guest Services staff assigned to special events. All events (tentative and confirmed) will be scheduled and tracked in this calendar. This calendar shall be shared weekly to all related departments by the Park Facilities Coordinator.

**C. Parks Intranet**

- All updated files required for the special events application process are available for any Parks staff member to download from the Parks Intranet website, located at [www.intranet.rivcoparks.org](http://www.intranet.rivcoparks.org).
  - The special event files can be found by selecting the “Documents” menu from the menu bar and selecting the “Special Event Files” link. Here, all files specific to the special events application process will be housed.
  - The most recent copies of these files will be regularly maintained to ensure access by staff to the most current and up-to-date applications and policies.

- It is recommended that any staff involved in the application process use this site regularly to access files, rather than downloading and saving local copies to ensure that they are always using the most up-to-date files available.
- 1. **Application** - The application should be sent over to the respective event holder with the following policies and ordinance disclosures (these files can be found on the Parks Intranet site, Special Events Files section). Once the application is filled out, it should be returned to the Guest Services staff to process.
  - a. Policy A-28, Commercial Solicitation in County Facilities
  - b. Policy A-23, Non-Smoking Policy
  - c. Policy H-21, Use of Alcoholic Beverages in County Facilities
  - d. Ordinance 655, Regulating Light Pollution
  - e. Ordinance 847, Regulating Noise
  - f. Ordinance 328, Prescribing Rules and Regulations for Parks and Open-Space Areas
  - g. Indemnification Agreement
  - h. Special Events Release Form
- 2. **Application fee received.** Once the application is reviewed by park staff and Guest Services staff and the event is determined to be feasible, the application fee should be collected.
  - a. For the application to be considered complete, it may need to be accompanied by the required application fee. The fee required will depend on the size of the event:
    - i. **Minor event fee** (up to 999 attendees): \$200
    - ii. **Intermediate event fee** (1,000-4,999 attendees): \$300
    - iii. **Major event fee** (5,000+ attendees): \$600
- 3. **Fee Waiver Form filled out (if applicable)** and submit for approval (if applicable).
- 4. **Reserve requested sites**
  - a. Reserve the sites in the reservation software, and confirm that there are no conflicts in the park on the same date(s).
    - i. It is very important to reserve sites as early as possible to prevent selling of event areas and/or conflicts with nearby day use and campsite areas.
    - ii. If it is foreseeable that the anticipated event will disturb nearby campers, be sure to close the potentially affected sites as well and apply the costs to the cost summary.
    - iii. If you need to close an entire site, such as for major events, it is recommended to use the Site Closure feature of the reservation
- 5. **Add the event** to the SharePoint master event list
- 6. **Create a Basecamp ToDo List** for the following event types:
  - a. Major Events
  - b. Co-sponsored events, events requiring route maps (walks, runs, triathlons, etc.),
  - c. Any other event that requires greater planning and collaboration.
  - d. Minor, Day use, picnic, and most camping events do not typically need to be added to Basecamp.
- 7. **Notify your supervisor** of the new event and details and notify the site supervisor and appropriate staff of all pertinent details.
  - a. It is a good idea to meet and confer with the site supervisor and often the concessionaire, preferably on-site, to give them a thorough understanding of all the

details of the event so that they can make any arrangements necessary to accommodate the event.

- b. Take note of any special considerations; this will provide the basis for outlining necessary contractual items to include in the Facility Use Agreement later on, and it will assist in building a solid cost summary.
8. **Build the cost summary**, using the Special Event Cost Summary form, available at the Parks Intranet website, Special Event Files section.
- a. Be sure to enter all fees and deposits paid when preparing the cost summary.
    1. Refer to the Special Events Fees as well as the current Fees Resolution in effect to help prepare an appropriate estimate of cost.
    2. For many events, you may need to confer with the site supervisor for input on building an appropriate cost summary that includes less-common requests.
    3. It is important to note the payment terms and due dates of all required fees (these will need to be consistent with the terms outlined in the Concessionaire Agreement). Once you have prepared the cost summary, submit it to the respective Park Supervisor for review and approval.
9. **Request insurance documents** from Concessionaire.
- a. Send the Insurance Rider (available at the Parks Intranet website).
  - b. Inform the concessionaire that their insurance certificate must be received by us no later than 14 days prior to the event.
10. **Draft Facility Use Agreement**
- This is the permit.
    - Fill-in the form, including all appropriate and relevant information.
    - Pay special attention to Item 38, “Additional Requirements.”
      - a. Be specific and thorough in notating anything that is not already addressed in the other sections of the agreement.
        - i. This is where you can include the special considerations that you have made note of during your meeting(s) with the site supervisor.
    - After you have completed the agreement, submit it to your supervisor for review and approval.
11. **Send draft agreement** to your supervisor for a first review.
12. **Send draft agreement to respective Park Supervisor** for them to review and provide any edits or updates.
13. **Send draft agreement to Concessionaire** with request for signature and return.
- a. Often, the concessionaire may edit the agreement or make requests for changes.
    - i. Be sure to review these proposed changes with the Park Supervisor.
    - ii. It is not unusual for the agreement to be submitted back and forth with various changes several times before it is ready to be submitted to the bureau chief for review.

14. **Collect all documents and submit with Facility Use Agreement to the appropriate supervisor** for review and signature.

- a. Be sure to include the Facility Use Agreement, Cost Summary, insurance certificate,

proof of payment in full by the concessionaire, schedule of events, flyer\*, route map\*, and fee reduction form\* (\*if applicable).

b. Flag all sections that require signature.

**15. Create folder on Shared Drive and ensure all documents and applications are being added.**

a. Each event should have its own folder in the Shared Drive under year -> park name. Folders should be labeled by event date and event or organization name like in the format of: 10.08.23 Reach Out Dia de los Muertos.

**16. Notify the area manager and/or park supervisor of Approval.**

a. Once the Facility Use Agreement has been signed by the Bureau Chief or Park Facilities Coordinator, notify the area manager or supervisor and relevant park staff for the park or location where the event is to be held.

b. You will need to communicate often with the park to ensure they are informed about the permitting status of the event.

c. Any specific event logistics issues or questions should be coordinated directly by the park, however the Guest Services staff member should be in communication about any updates or changes so that they can make any necessary adjustments to the user agreement.

d. It is recommended that the Park Supervisor perform a walk-through with the concessionaire prior to the event.

e. For runs and similar sporting events, it is recommended the park confirms there are no downed trees, holes, or other hazards in the path so that there is enough time for any maintenance and repairs or, if necessary, route changes. Immediately prior to the event, the park will want to make sure the grass is mowed.

**17. After the event.**

a. A final walk-through of the park with the Concessionaire and Park Supervisor following the event is required to assess the condition of the park or location.

b. Invoice the Concessionaire for any outstanding items, such as additional entrance tally fees, trash pick-up, and any site restoration costs (if applicable).

1. Also, request that the site supervisor provides any event feedback to the Guest Service staff.

2. Once completed, this feedback will be added to the event file and will help determine if the concessionaire will be invited back to RivCoParks for any future events or what adjustments

## Section 4: How Do I Know if it's a Special Event or a Day Use Reservation?

Day Use Reservations may include any or all the following:

- One or two shade shelters booked up to 6 months in advance
  - Reservation must be within normal day use hours
- Max of 200 guests
- Guests pay per-person day use fees to park kiosk
- Pre purchased day use tickets may be eligible for purchase prior to event Requests reviewed by Guest Services
  - i. Prepurchase Day Use Tickets can be purchased for \$4 per guest
    - No refunds
    - Special Event application must be filled out to qualify
- Outside Vendors?
  - Jumpers are permitted with proper Certificate of Insurance COI must be submitted prior to the event
  - 7-14 days prior to event date is recommended
- Food catered by catering company or restaurant
  - COI must be submitted prior to the event
  - All food vendors BUT food trucks require a permit from the Department of Environmental Health
  - 7-14 days prior to event date is recommended
- Alcohol may be served but not sold

Any features outside of these usual parameters for Day Use reservations tips the scales towards being a Special Event and requires a permit.

Events that include one or more of the following features should be processed as special events:

- Hours outside of posted park-specific day use hours and/or booked more than 6 months out
- More than 200 expected guests
- Three (3) or more shade shelters or an entire day use area reserved for exclusive use
- Live Music (bands)
  - COI must be submitted from all vendors prior to the event
  - 7-14 days prior to event date is recommended
- DJ hired for the event
  - COI must be submitted from all vendors prior to the event
  - 7-14 days prior to event date is recommended
- Fees will be charged to guests for attendance
- Event date is on a Holiday or Holiday weekend
- Alcohol sold on property
  - Requires additional ABC license
- Items being sold
  - COI must be submitted from all vendors prior to the event
  - 7-14 days prior to event date is recommended

## Section 5: Will the Event Need any Additional Permits?

- **Alcohol**
  - If the applicant intends to allow, serve, provide, or sell any type of alcoholic beverage, they will also be required to obtain the appropriate license from the Alcoholic Beverage Control Board, [www.abc.ca.gov](http://www.abc.ca.gov) .
  
- **Sheriff**
  - If the event will require any law enforcement or traffic control, the applicant must make prior arrangement with Riverside County Sheriff, [www.riversidesheriff.org](http://www.riversidesheriff.org) .
  - While it is the concessionaire's responsibility to obtain any licenses and permits, it is a good idea to contact these agencies to familiarize yourself with the process and requirements. This will facilitate recognizing when requirements have been met and when they have not.
  
- **Fire**
  - Certain events may need fire safety sign off on



## Section 6: How Can an Event User Fill Out a Fee Waiver or Fee Exemption Form?

If an applicant requests a fee reduction or waiver for an event, locate the *Request for Fee Exemptions and Reductions* form located in the Special Events section of the Parks Intranet site.

- This is an internal form that should be filled out by Park personnel and submitted to the bureau chief for approval.
  - Fill out the top portion with the appropriate information for the event.
  - Select the eligibility description that best fits the type of event requesting fee exemption/reduction.
  - Submit to the bureau chief for approval. Provide the application and any supporting documentation that will help the bureau chief decide if the event qualifies.

The image shows a screenshot of a form titled "REQUEST FOR FEE EXEMPTIONS AND REDUCTIONS". The form includes a note at the top: "NOTE: All requests must be in compliance with the current Use Fee Resolution as approved by the Board of Directors." Below this is a table with four rows: "NAME OF EVENT" and "TYPE OF EVENT", "CONTACT PERSON" and "CONTACT PHONE/EMAIL", "DATE REQUESTED" and "TIME REQUESTED". A green circle with the number "1" points to this table. Below the table are three sections of eligibility criteria, each with a list of checkboxes. A green circle with the number "2" points to the second section. A green callout box with a white arrow points to the second section, containing the text: "Note: only management or executive staff can decide if the event will be co-sponsored by the District." At the bottom of the form is a section titled "FOR EMPLOYEE USE ONLY" with fields for "Date Received:", "BY:", "Event Recommended For:" (with checkboxes for Fee Exemption, Fee Reduction, and Normal Pricing), "Comments:", and "Authorized Signature/Date:". A green circle with the number "3" points to this section.

## Section 7: What Happens if a Day Use Reservation turns in to a Special Event?

There are situations where an existing Day Use Reservation can move into the realms of a Special Event.

The following questions should be asked when a guest is reserving a Day Use facility.

1. Is the reservation for 3 or more shelters?
2. Is the reservation for outside the posted park operation hours?

3. Is the reservation outside the 6-month date window?
4. Will there be over 200 anticipated guests?
5. Other than a potential jumper and food vendor, will there be any other outside vendors?
6. Will alcohol be sold?
  - If any of these answers are “YES” then it should proceed as a Special Event.
  - If all answers are “NO”, you may reserve the inquiry as a Day Use Reservation

Any features outside of these usual parameters for Day Use reservations tips the scales towards being a Special Event and requires a permit.

Events that include one or more of the following features should be processed as special events:

- Hours outside of posted park-specific day use hours and/or booked more than 6 months out
- More than 200 expected guests
- Three (3) or more shade shelters or an entire day use area reserved for exclusive use
- Live Music (bands) or DJ hired for the event
  - COI must be submitted prior to the event
    - 7-14 days prior to event date is recommended
  - Fees will be charged to guests for attendance
  - Event date is on a Holiday or Holiday weekend
  - Alcohol sold on property
    - Requires additional ABC license
  - Items being sold
  - COI must be submitted from all vendors prior to the event
    - 7-14 days prior to event date is recommended

It is recommended that the park staff follows up on all existing Day Use reservations 2 weeks prior to the event date. Things may have changed from the original reservation.

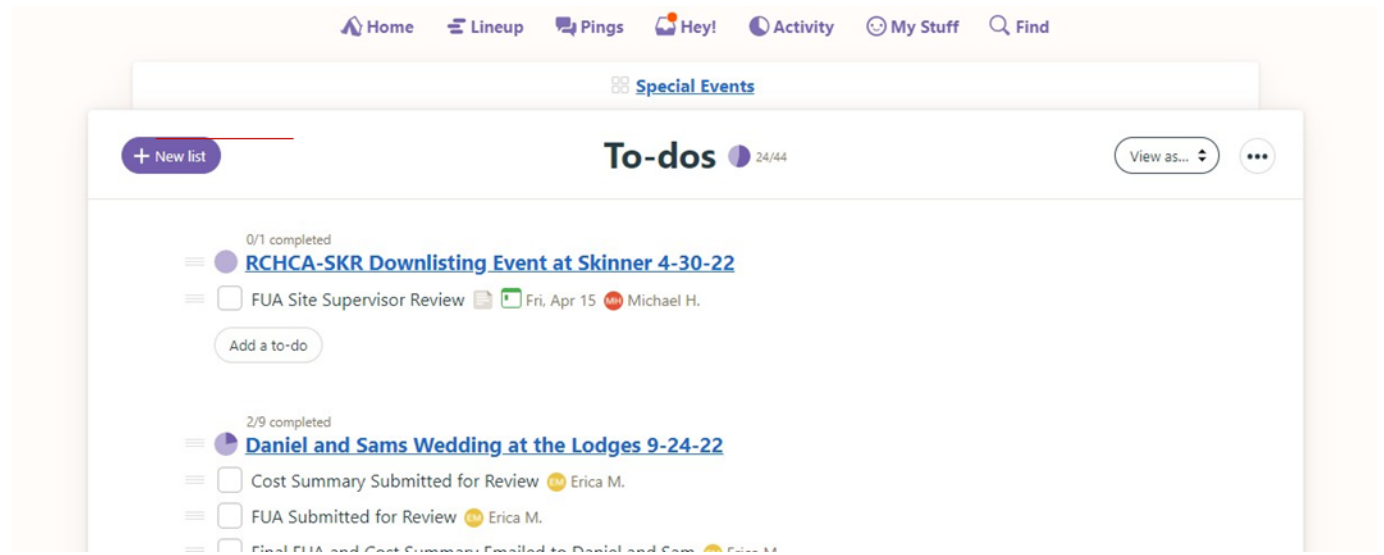
Park staff should follow up on the same questions asked at the time of booking. If any of the answers are changed to a “YES” contact Guest Services.

- Additional fees and permits may be required.

## CREATING BASECAMP PROJECTS FOR SPECIAL EVENTS

Use this process for adding special event projects to Basecamp. Use Basecamp only for co-sponsored events, major events, events requiring a route map (walks, runs, triathlons, etc.), or any other event that requires greater planning and collaboration. Minor, day-use, picnic, and most camping events do not need to be added to Basecamp.

### 1. Click New List



### 2. For the **Name the List**, use the following:

- a. Three letter site code (e.g. CAH, RJU, SKN, etc.)
- b. Name of the event
- c. Date in m/d/yy format. If the event spans more than one day, use: m/d/yy

### 3. Add the following files to the project:

- a. .pdf scan of the Special Event Application
- b. Any documents submitted with the application
- c. Any documents received after the application submission

4. Write the first message. Write a brief description of the event, adding any pertinent details.
5. Assign To-Dos. If there is a required review, signature, or other action needed, assign as a to-do for the specific person, and add a due date.