

**For Emergencies, Dial 9-1-1**

**City Hall #: (830) 438-3612 --- OPEN: Mon to Fri, 8 am - 5 pm**

**Non-Emergency Police #: (830) 620-3400**



## **FACILITY RENTAL GUIDE**



**[www.bulverdetx.gov/facilities](http://www.bulverdetx.gov/facilities)**

### **GENERAL INFORMATION & RULES**

#### **How do I make a reservation?**

To make a reservation for groups of less than 50, visit the link or QR code above.

For groups with more than 50, please contact City Hall or visit the Bulverde Community Park page on our website for information on Special Events which require a Special Use Permit.

#### **What is the cancellation / refund policy for reservations?**

You may transfer a reservation to a different date or time, at no charge, if it is at least 5 days prior to the event.

For cancellations, refunds are subject to a 15% processing fee (and must be done at least 5 days prior to the event). There are no refunds for rain or inclement weather, or if the splash pad is not operating. (You may check the City's website or social media channels for operational status of the splash pad.)

For transfers and cancellations, please call City Hall and ask to speak to someone regarding Park Reservations. Contact info can be found above.

## **Are there rules we need to follow with our reservation?**

In addition to [Bulverde Community Park Rules](#) and [City ordinances](#), these pages outline some general facility reservation guidelines. Park users shall comply with all laws - federal, state and local.

All park amenities are available on a first come, first served basis - unless a reservation has been made. The walking trails, playgrounds, Splash Pad, parking lot, and restrooms are for public use and NOT exclusive to those who rent a facility.

## **Damages**

Individuals and organizations reserving the facility are responsible for the costs associated with repairing the building or replacing items that are damaged during the rental period. Failure to remit the required repair / replacement fees for the damages will result in the loss of future reservation privileges and a possible citation.

## **Liability**

When using any City owned or leased space, the user agrees to hold harmless the City and its employees / representatives from and against any claims for damages to persons or property arising out of any use of the facility and its premises by the user.

## **What if someone is at the facility I have reserved?**

Please be sure to have a printed or digital confirmation of your reservation. You can also find your reservation listed on the [Facilities page](#) on our website (click on the facility name, scroll down to see the calendar and your reservation should be listed on the associated date and time).

You have exclusive use of the facility during the reserved time(s). Typically, if someone is notified that a facility is reserved they will vacate the space. If you experience usage conflict at a facility, please contact the Bulverde Police Department at (830) 620-3400. For emergencies, dial 9-1-1.

## **SEE SOMETHING? SAY SOMETHING.**

Contact the City if you see something out of the ordinary, including but not limited to vandalism, a water leak, safety concerns, etc. ([CONTACT INFO AT THE TOP OF PAGE 1](#)).

## **DISCLAIMER:**

The City of Bulverde reserves the right to require the presence of a Police Officer during all types of events. The personnel cost for the off-duty assignment will be the responsibility of the applicant.

A rental or event may be shut down immediately by City Staff or the Bulverde Police Department without refund of rental fees on the following conditions:

1. If expected attendance exceeds maximum number stated.
2. Breach of the Peace.

## **CHAPERONES:**

- The facility renter (the person who submits the reservation application) must remain on premises at all times during the use of the facility. Failure to remain on site may result in the loss of future reservation privileges.
- Reservations for a youth event require a minimum of two (2) adult chaperones for 1-30 youth participants. One adult chaperone must be provided for each additional 15 participants. Youths are defined as anyone less than 18 years of age.

## **PARKING / VEHICLE INFORMATION**

Motor vehicles may only be operated in the facility parking lot, but NOT in reserved spaces or in emergency vehicle zones.

Mobility devices utilized to aid mobility impaired patrons are permitted in all areas of the park, provided that such devices in no way damage or degrade any park grounds or features.

**NO bicycles / skateboards / scooters** allowed except parked in the facility parking lot. Sidewalks, fields, playgrounds, and any other area of the park are for pedestrian use only.

## **FOOD / DRINKS / ENTERTAINMENT**

### **Can I have food trucks with my reservation?**

Food or entertainment vendors, such as food trucks, ice cream trucks, or party entertainment trucks, are NOT permitted without prior approval from the City.

### **Can I bring alcohol to the park?**

Alcohol is not prohibited, but individuals and organizations must follow Texas Alcoholic Beverage Code (TABC) regulations. NO glass is allowed.

### **Can I smoke at the park?**

NO smoking in any form is allowed on City property.

### **Can I have a bounce house, petting zoo, water balloons?**

Amusement rides such as carnival rides, dunk tanks, trains, climbing walls, bounce houses, etc are NOT permitted without prior approval from the City. Water balloons are NOT permitted.

### **May I have a fundraising event with my facility reservation?**

It is unlawful to sell or offer sale any food, drinks, confections, merchandise, or commercial services; to conduct commercial business of any kind; to ask for or collect donations; to advertise or hand out any advertisement without prior approval from the City.

## **SPLASH PAD-RELATED F.A.Q.'s**

### **When is the Splash Pad available?**

The splash pad is generally open from May to October, from 8 am to 8 pm.

### **How do you activate the Splash Pad?**

To activate it, you need to step or tap on the sensor on the ground in front of it (the sensor looks like a little mound). Once activated, the splash pad will run for 7 minutes at a time.

**Check for weather and maintenance updates** on the City website or City's Facebook page, or call the Public Works Department at City Hall.

**Additional rules & restrictions** for the Splash Pad can be found in the [City's ordinances under Ch. 15.02.016.](#)

## ANIMAL / PET RESTRICTIONS

All animals must be under the immediate possession (leashed) and control of their owner at all times.

- **Animal waste MUST be properly disposed of.** There are pet waste receptacles (with bag dispensers) throughout the park.
- ALL types of livestock (including horses) are prohibited within the park without prior approval from the City.
- Animals or pets displaying aggressive, disruptive or dangerous behavior are prohibited.
- Any act which serves to frighten, annoy, injure, hunt, trap, kill, remove, or release any animal in the park is prohibited.

## DECORATIONS:

- NO decorations or other item that would tend to deface trees, pavilions, or other structures, including but not limited to: staples, tacks, tape, crepe paper, paint or any material that will stain.

## SETUP / CLEAN-UP:

- The facility renter and/or organization is responsible for setup and cleaning the facility. The reservation must include the necessary time for these activities.
- All furniture must be returned to the original configuration prior to vacating the premises.
- ALL TRASH must be bagged and hauled off-site at the conclusion of the rental period. There are no public dumpsters. **\*\*The facility renter should bring extra trash bags as these will not be provided.**
- ALL personal belongings / decorations must be removed from the facility at the conclusion of the rental period.

## PARK RESTRICTIONS

- NO picking, damaging, cutting, breaking, injuring, defacing or disturbing any tree, shrub, plant, rock, building, cage, pen, monument, fence, bench, or other structure, apparatus or property. No plucking, pulling, cutting, taking, or removing any shrub, plant or flower. No cutting, excavating, or removing any wood, turf, grass, soil, rock, gravel or fertilizer from the park or any of the facilities.
- NO marking or writing upon, painting, or defacing any building, monument, fence, bench, or other structure.
- NO making, kindling, or maintaining a fire except in grills or designated areas specifically provided by the city for that purpose. No fire shall be left unattended, and every fire shall be extinguished before its user leaves the park area.
- NO smoking of tobacco or other smoking substances. The use of matches or other burning material is prohibited, except as authorized for the use of grills.
- It is unlawful to sell or offer sale any food, drinks, confections, merchandise, or commercial services; to conduct commercial business of any kind; to ask for or collect donations; to circulate a petition; or to advertise or hand out any advertisement without prior approval from the City.
- NO using or speaking any threatening, abusive, insulting or indecent language.
- NO committing or performing any obscene, lewd, or indecent acts or nuisances that would disrupt, interfere with, or obstruct in any manner any authorized, permissible or organized activity, program or use.
- NO glass containers.
- NO playing golf or hitting golf balls.
- NO use of metal detectors.
- NO operating or using any noise producing device in a manner that disturbs other park visitors.
- You may NOT cause or participate in the construction, placement, or existence of any permanent or temporary structure (including, but not limited to, roads, trails, signs, hunting stands or blinds, or landscape features) of any kind under, upon, in or over public parks and recreation facilities, or waters except in accordance with the terms and conditions of a city-approved permit, lease, license, or other appropriate written documentation. Unauthorized structures are subject to summary removal or impoundment by the City Manager.
- NO washing any clothing, materials or other substances, cleaning any fish or other animal in a park area. Park sinks, faucets, and hydrants within the confines of the park or park restrooms shall NOT be used for washing clothes of any type.
- NO clogging sinks, toilets, or drains in a park area with food, debris, grease or other substances.

## **PARK RESTRICTIONS (continued)**

- NO camping in a park area.
- NO hunting or trapping in a park area.
- NO state designated amusement rides (e.g., carnival ride, dunk tunk, trackless train, climbing wall) or any inflatable recreational attraction commonly referred to as a “bounce house” without prior approval from the city.
- NO decorations or other item that would tend to deface trees, pavilions, or other structures, including but not limited to: staples, tacks, tape, crepe paper, paint or any material that will stain.
- NO fireworks or other explosives.
- NO loaded firearms, ammunition, loaded projectile firing devices, bows and arrows, crossbows, or other weapons within a park or recreation facility unless in the possession of a federal, state or local law enforcement officer OR the person is in possession of a firearm consistent with the state’s concealed handgun laws.
- Personal property of any kind shall not be abandoned, stored or left unattended. Personal property left unattended for a period of 24 hours or at any time after a posted closure hour shall be presumed to be abandoned. Unattended or abandoned personal property that appears to pose a danger to person or property or a security risk, may be impounded and stored at a storage point designated by the city. Abandoned or unclaimed personal property may be disposed of after 30 days if it has a fair market value of less than \$100, or 90 days if it has a fair market value of \$100 or more.
- Garbage, trash, litter, and any other waste material or liquid shall be removed from the park or deposited in receptacles provided for that purpose. Picnickers and those using facilities shall keep their sites free of trash and litter and shall remove all personal equipment and clean their sites upon departure.

Additional rules for the park (including the splash pad) can be found in our [City ordinances](#) - under “Chapter 15 - Parks and Recreation”.

**PLEASE NOTE:** The information in this guide concerns general reservation policies and covers most reservation requirements. For specific concerns of those questions not answered above, it is the responsibility of the individual or organization to contact the City to ensure compliance with all policies.

## **STILL HAVE QUESTIONS?**

**Call City Hall and ask to speak to someone regarding Park Reservations.**

**Ph #:** (830) 438-3612 | **Hours:** Monday through Friday, 8 am - 5 pm