

# *G & L Conference Center*

## Frequently Asked Questions (FAQ)

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### *Hours of Operation*

**Q: The doors are locked and lights are off. What are the office hours?**

A: Our office is in the two story HFRRF building. Regular office hours are Monday – Friday 7:30am – 4pm. Changes to this schedule will be posted on the website main page [www.hfrrf.org](http://www.hfrrf.org)

**Q: Do I need an appointment?**

A: You can stop by during business hours to pick up a brochure/business card or make a payment. If you would like to tour the facility, ask questions, or plan your event, please make an appointment.

### *Scheduling an Appointment to View the Facility or Ask Questions*

**Q: Why must I make an appointment to view the facility and/or meet with someone?**

A: The facility is booked with events during the week and on weekends. An appointment is necessary to ensure you will be able to view the facility and that someone will be available to meet with you.

**Q: Can I make an appointment for Saturday or Sunday?**

A: Please call or email to request a day and time. On a weekend, you may be able to see the room set up and possibly decorated for a social event.

### *Facility Rental*

**Q: Do I have to be a firefighter to rent?**

A: No, the facility may be rented by the public.

**Q: My friend is HFD. Can he rent it for me?**

A: Houston Firefighter Members (active and retired) only receive a discount for events in honor of an immediate family member, but you can rent it at the Non-Member Rate.

**Q: I am a volunteer firefighter. Do I get a discount?**

A: Only Members of HFRRF qualify for the discount. These are active and retired Houston Firefighters.

**Q: Is there a discount for HPD?**

A: Only Members of HFRRF qualify for the discount. These are active and retired Houston Firefighters.

## *Facility Rental cont'd*

**Q: How far in advance can I book a date?**

A: Events may be booked up to 18 months in advance.

**Q: What is the max seating?**

A: Our facility can seat 250 to 300 comfortably for a banquet with DJ and dance floor.

**Q: Can I rent a small section or just section C for a night or weekend event?**

A: No. We only rent the entire facility as one large room (ABC) for night and weekend events.

**Q: Is there an extra charge for events held on a holiday?**

A: Yes. There is a \$300 holiday labor fee.

**Q: What equipment do you supply and is there an extra fee? Will everything be set up when we arrive?**

A: Rental rate includes tables, chairs and dance floor which will all be set by the start of your rental hours.

**Q: What size are the round tables? How many chairs fit per table?**

A: The rounds are 60" or 5'. We place 8 chairs at each round table.

**Q: Do you have easels available? If so, what color? Is there a charge for this?**

A: Yes. We have a brass easel and a black wrought iron easel. You may use these at no charge.

**Q: Do you supply linens? If so, is there a fee? What color linens are available?**

A: Rental includes white tops and black skirts on (9) rectangular tables for guest book, bar, DJ, buffet, etc. White or black 85" linen tablecloths for guest tables may be ordered for \$10 each + tax.

**Q: Do you cater?**

A: No. You can bring your own food or use a vendor.

**Q: Do you supply dishes?**

A: No. Most clients use disposable plates, cups, etc.

**Q: Is there a kitchen and can I use it?**

A: Yes, the kitchen is equipped with stainless steel tables, stove, oven, refrigerator, and freezer for your use.

**Q: Does the kitchen come with pots, pans, and utensils?**

A: No.

**Q: Do you have an ice machine?**

A: No, only a freezer - you must supply bags of ice, but you can place them in the freezer.

**Q: How many bags of ice will I need?**

A: Standard is  $\frac{3}{4}$  - 1# per person so about 200# ice = (20) small 10# bags or (10) large 20# bags for 250 guests

**Q: Do we need to supply garbage bags, etc?**

A: No – our monitor takes out the trash throughout the event. They clean and stock the restrooms.

**Q: What do we have to clean up?**

A: Please make sure guests place trash in the cans provided and tabletops are clear at the end of the event.

## *Deposit*

**Q: Is a deposit required to hold the date?**

A: No. We can hold a date for two weeks if you submit a booking request form.

**Q: How much is the deposit and when is it due? Do you cash my deposit check or hold it?**

A: A \$250 deposit is due with the contract. We do not hold your deposit. The check will be sent to our bank.

**Q: I mailed a payment with a personal check over a week ago. Why hasn't it cleared my bank yet?**

A: It may take several weeks for your check to clear. Feel free to call or email to make sure it was received.

**Q: When is the deposit refunded?**

A: The deposit is refunded less late fees, damages, or outstanding balance within 30 days after the event.

**Q: Who gets the refund and do we need to pick it up?**

A: The deposit refund check is mailed to the person on the contract.

**Q: What if I paid the deposit – can't you mail the refund to me?**

A: The deposit refund check is refunded to the person on the contract.

## *Deposit cont'd*

**Q: I paid my deposit with a credit card. Can you credit my card instead of mailing a check?**

A: No. There is a time limit on credit card refunds. Refund checks are mailed to the contracted individual.

**Q: What happens to my deposit if I cancel my event?**

A: If you cancel your event, you forfeit the deposit.

**Q: Is there a fee to change the date of my event?**

A: If you request the date change more than 60 days before the original event date, you are allowed to choose a new date within the next year. Otherwise, a new contract and deposit are required.

## *Contracts and Rental Payments*

**Q: I want a contract. Do I need to make an appointment to pick it up?**

A: No. Call or email us and we will email the contract via DocuSign.

**Q: Can I drop off my signed contract and deposit or do I need an appointment?**

A: The contract should be signed electronically via DocuSign. You may leave a payment with the receptionist during business hours after the contract has been signed.

**Q: Can I get a copy of the signed contract?**

A: When the contract is executed in DocuSign, the signer receives an email to download the document. It is a legal document, so the contract can only be given to the contracted individual.

**Q: Do you accept credit cards for payment?**

A: Yes – American Express, Discover, MasterCard and VISA.

**Q: When will the rental payment be due? Can I make monthly payments?**

A: Half of the rental is due 6 months before the event and the remainder is due 60 days before the event. Yes, you may send in monthly payments. Be sure to write the event date on your check. Please allow 2 – 3 weeks for your check to clear. Late fees will apply to any balance not paid by each due date.

**Q: Why does my contract state that I need to pay with certified funds?**

A: If your due date is within the next 60 days, we require payment in certified funds – no personal checks.

**Q: What are certified funds?**

A: Cash, cashier's check, money order, and credit card payments are all certified funds.

## *Vendors*

**Q: Are we required to use your vendors?**

A: No, but we do offer a list of preferred vendors

**Q: Can we provide our own decorations and food?**

A: Yes. Family and friends are welcome to help you with decorations and/or food.

**Q: What if our vendors want to come in to see the facility before the event?**

A: Please schedule an appointment with your event captain.

**Q: Are vendors required to have specific licenses or insurance to work on your property?**

A: A **Certificate of Insurance listing HFRRF G & L Conference Center 4225 Interwood N Pkwy, Houston 77032 as additional insured/certificate holder is REQUIRED** for any vendor using a ladder or providing screens, pipe and drape, lights/speakers on stands or poles, trusses, spotlights/GoBos, or heavy columns/arches.

**Q: Where do vendors load in and load out?**

A: Parking is not allowed in front of the building - it is a fire lane. Please notify all vendors that the side doors and rear kitchen door are loading areas. **NO DRIVING ON THE COVERED PORCH EVEN IF IT IS RAINING.**

## *Security*

**Q: Is security required at all parties? If so, how many officers?**

A: Yes, security is required at all evening and weekend bookings. Events with no alcohol present and less than 200 guests need one officer. All other events require at least two officers.

## *Security cont'd*

**Q: Can I supply my own security? I have police officers in my family and they will be in attendance.**

A: No. A group of officers, trained in our rules and regulations, are scheduled for all events.

**Q: Do we need security for the entire time we are on the premises?**

A: No. Security is scheduled from the beginning of guest time thru the end of rental when everyone is gone.

**Q: How much is security?**

A: Please contact your event captain or email [cc@hfrrf.org](mailto:cc@hfrrf.org) if you don't have one yet.

**Q: When and how should we pay the security officers?**

A: Please pay the officer(s) early in the evening at the event with money order or cash.

**Q: What are the security officers' duties?**

A: Dressed in uniform, the officers monitor activity in the building, Memorial Garden, and parking lot.

## *Alcohol* (Reference: Texas Alcoholic Beverage Commission [www.tabc.texas.gov](http://www.tabc.texas.gov))

**Q: What are my responsibilities if I have a bar at my event?**

A: The person signing the conference center contract is responsible for the event. Per TABC, that includes alcohol consumption. We require a responsible adult to serve alcohol at all host bars and complete compliance with TABC regulations for cash bars as well as two security officers for events with alcohol. Monitor your food and beverage stations - your deposit will be retained for cleaning wet carpet/stains.

**Q: Do you allow BYOB?**

A: Yes. Guests may bring alcohol, but NOT personal ice chests. You may place Ice chests at the bar/drink station on mats protecting the carpet. You need to provide cups, ice, and sodas at a drink station.

**Q: Can I sell alcohol at my event?**

A: See cash bar.

**Q: What is a "cash" bar?**

A: Guests purchase alcohol or tickets for alcohol at a cash bar. A licensed bartender and TABC permit for the date are required. Send a copy of the permit to us at least 2 days before the event and post it at the bar.

**Q: What is a "host" bar?**

A: You provide complimentary alcohol at a host bar. We require that you provide a responsible adult bartender to prevent underage consumption and overservice. TABC bartender license is not required.

**Q: Do you allow kegs? Canned beer? Bottled beer?**

A: Yes - there is a limit of two tapped kegs. Additional untapped kegs may be stored in the kitchen.

## *Event Details*

**Q: What about rehearsals?**

A: Most clients do not hold rehearsals at the facility. You would need to rent the facility for a rehearsal date.

**Q: Can I decorate the night before?**

A: You would need to rent the facility for an additional day.

**Q: Can we have our ceremony outside?**

A: No, we do not have an outdoor ceremony area, but the ballroom can be set for ceremony and reception.

**Q: Can we take pictures outside in the garden during the event?**

A: Yes. You and/or your photographer are welcome to take pictures in the garden.

**Q: Can my vendor(s) pick up their linen/equipment on the next business day?**

A: No, everything must be picked up before the end of the rental times.

**Q: What is a certificate of insurance? Do I need it? Where do I get it?**

A: A certificate of insurance (COI) is provided by a vendor's insurance company and lists their coverage. It must specify HFRRF G & L Conference Center, 4225 Interwood N Pkwy, Houston, TX 77032 as additional insured/certificate holder. COI is required for vendors using a ladder or providing heavy columns, drape, a/v equipment, etc. Email the COI to the event captain 30+ days before the event for vendor approval.

## *Event Details cont'd*

**Q: What is the latest my party can end? How late can we stay?**

A: The latest rental is 2pm – 2am with guest time ending at 1am. Guests must be off-property within 30 minutes so 1:30am. Only a few people may remain until 2am to load out. Everyone must be gone by 2am.

**Q: Do the lights dim? How dark is the room with only the dimmer lights on?**

A: Yes, there are several lighting options including some dimmers. The dimmers create just enough light to walk around and dance, as in a nightclub. We offer uplights for rental which add a colorful accent.

**Q: How much time in advance should we work on the seating arrangement?**

A: Select a diagram at least 60 days before the event. During the next 30 days, keep your event captain updated as you receive RSVPs. All details will be final two weeks before the event.

**Q: Is there a charge if we make any last-minute changes to my floor plan?**

A: Yes. There is a \$250 fee for changes within the final two weeks. NO changes allowed on event day.

**Q Is it possible to see the facility set up with a similar layout?**

A: Your event captain can look for upcoming events with similar floorplans and schedule an appointment.

**Q: What is and is not permitted in the facility? Rice, bubbles, rose petals, sparklers?**

A: We allow bubbles and the release of butterflies. No bird seed, rice, or rose petals on the floor or ground. We are within the Houston city limit so no fireworks or sparklers. No food coloring. No push pins, nails, etc that puncture the wall. We recommend removable 3M or Command products. Candles must be in a votive cup, hurricane, etc – no exposed flames except the unity candle during a wedding ceremony.

## *Event Day*

**Q: How early can I get in on the day of my event?**

A: Your rental period is for 12 hours such as 12noon to 12midnight, 2pm – 2am, etc. That is your access time.

**Q Can I split the 12 hours?**

A: No, rental is 12 successive hours. Additional rental time is available if purchased at least two weeks in advance. The additional hour(s) immediately precede the original rental start time.

**Q: How early can my vendors have access to the facility?**

A: The Event Captain will be in the conference center at the beginning of your rental time.

**Q What if I need more time?**

A: Additional time may be purchased, at least two weeks in advance, at the rate of \$200/hour for Sunday through Friday and \$300/hr for Saturday. You may not buy extra time on the event day.

**Q: Who will be there when I arrive on event day?**

A: Your Event Captain will be your contact on property. They will be on site for the entire rental period. The Event Captain will conduct a pre-event inspection with you or your appointed representative and remain on site until everyone leaves at the end of your rental time and they lock up.

**Q: How do we adjust the temperature in the room?**

A: Let the Event Captain know if you want the room warmer or colder and they will take care of it.

**Q: How do we adjust the lights in the room?**

A: The Event Captain can adjust the lights for you or will be happy to show you how to do it.

**Q: My rental hours are 2pm – 2am. What does that mean?**

A: The Event Captain will be on property at 2pm so you and your vendors can begin decorating, etc. At 2am, everyone must be out of the facility so the captain can lock up.

**Q: My guest times are 7pm – 1am. What does that mean?**

A: These should be the times on your invitation. Guests will begin to arrive around 7pm and the event will end at 1am – at that time, the lights will be turned on, music will stop and guests must start to leave. All guests must be off the property within 30 minutes or a late departure fee will apply.

**Q What is someone sets off the fire alarm?**

A: If someone activates a fire pull station and it is determined to be a false alarm, you forfeit your deposit.

## *Event Day cont'd*

**Q What time do I have to close my bar?**

A: A LAST CALL announcement should be made 30 minutes before the end of guest time. The bar must close at least 15 minutes before the end of guest time to allow guests time to finish their last drink.

**Q: What if my guests are not leaving at the end of guest time?**

A: Please tell them the party is over and it is time to go. If guests remain, the Event Captain and security will also tell them. Guests must leave the premises – they cannot linger in the parking lot.

**Q Can several people stay after guest time to help me pack up?**

A: Yes. A few people can stay until the end of the rental time to help you pack up and load out. Everyone including vendors must be out of the building and in the process of leaving the premises by the end of the rental time or a late departure fee will apply.

**Q: Do I need to sign anything before I leave?**

A: You or your representative will need to sign the post-event inspection at the end of the event.

**Q: How will I know if I am going to get my deposit back?**

A: During the post-event inspection, the Event Captain will point out anything they see that may affect your deposit. It will be noted in the paperwork. If there are damages or late fees apply, the event captain will contact you to explain and let you know how much of the deposit is being retained.

**Q: When will I receive my deposit back?**

A: The deposit (less any late fees, damages, outstanding balance) will be mailed to the contracted individual within 30 days following the event.

**Q: If a guest loses or leaves something (phone, charger, etc) at the event, do you have a lost and found?**

A: Yes. Call or email us and we will check our lost and found. Please use the final 30 minutes of your rental time to check the room for personal belongings. We do not accept responsibility for anything left in the facility, but if something is found, we will do our best to locate the owner.

## *Other Questions*

**Q: I have an event already booked, but I have more questions. Who do I contact?**

A: Please contact your Event Captain for assistance.

**Q: I am interested in learning more about your facility. Who do I contact?**

A: Please email [CC@HFRRF.org](mailto:CC@HFRRF.org) or call 281.372.5124 for assistance.

## *G & L Conference Center*

4225 Interwood N Pkwy  
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281.372.5124

[CC@HFRRF.org](mailto:CC@HFRRF.org)