



Thank you for choosing Fountain Hills

Fountain Hills is an ideal environment to hold a special event due to inviting weather, picturesque views, and year-round attractiveness to our many visitors and residents. Fountain Hills is a dynamic destination with exemplary art, entertainment and culinary offerings.

Many requests are received from individuals and groups to hold special events within the Town. These events vary in scope, purpose, size, cost and complexity. The Town recognizes special events as an important part of Fountain Hills's quality of life and the contribution they make to a sustainable tourism industry. Special events also provide economic benefits to local businesses and residents, while providing a love of place. Special events also provide unique civic, cultural, educational, recreational, and entertainment experiences.

Most special events represent a major investment of time and money. When well planned and executed, they can bring rewarding dividends to the organizers as well as the Town of Fountain Hills. Successful events require responsible leadership, careful planning, sensitivity to potential impacts, good organization and follow through, plus the ability to anticipate the unexpected. Town staff is available from multiple departments to assist with questions and potential solutions to your specific event planning needs.

This guidebook is a planning resource for special event organizers to assist in executing a safe, successful event. It outlines important procedural items, policies, and contact information to ensure event requirements are met. Please be aware that additional requirements, conditions or permits may be required, and all local, state, and federal codes, laws, policies, and regulations must be followed.

SPECIAL EVENT GUIDE AND RULES

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SECTION 1: SPECIAL EVENT - GENERAL INFORMATION & DEFINITION

What is a Special Event?

“Special Event” means any event that will take place on Town property, including but not limited to parks, open space, streets, sidewalks or rights-of-way, or on private property, and which by its nature could cause a significant disruption of pedestrians or vehicular traffic in the area and/or that requires traffic safety measures. An event is not a “Special Event” for the purposes of this Article if all of the following are true: (1) the event takes place on private property, (2) the event does not require the closure of any Town street, sidewalk or right-of-way, and (3) the event does not require any municipal services beyond the currently existing, permanent, in-ground infrastructure. Town Code, Section 8-3-2

A special event provides a unique organized, civic, cultural, educational, recreational, or entertainment activity or experience. The description of your event is required as part of your application request and shall identify the type of activity the event attendee will experience.

Where may they occur?

Events may occur anywhere within the Town of Fountain Hills. Events may be held on private or public property or in combination. Events held on private property require a permit from the Town of Fountain Hills. Special events held in town parks or town property require a special event permit.

Who may apply?

Any person or organization may apply for a special event permit. If a business is seeking use of private property owned by another entity, authorization by the landlord or their designee is required. The applicant shall demonstrate the ability to successfully carry out the proposed special event by including past event experience. If the applicant has no previous event experience, a narrative stating method for proper planning, reliability, and event deliverables should be submitted with the application.

The following events must apply for a special event permit in the Town of Fountain Hills:

Parades, walks, concerts, bike or foot run/race, festivals, carnivals, skate park events, fireworks, or public gathering that will be held on a public or private venue that is open to the public and/or will affect private and/or public property or right-of-way. Run or walk foot races are not permitted within Fountain Park.

SECTION 2: SPECIAL EVENT SUBMITTAL PROCESS & TIMELINES

A permit is needed for any festival or event held in Fountain Hills that will include any of the following:

- Events held on public property or affecting Town of Fountain Hills streets, sidewalks and right of ways.
- Events held on private property that are open to the public, and exceed 75 people.
- Events requiring Town of Fountain Hills services beyond those the town provides its citizens under ordinary, everyday circumstances; and/or
- Events having activities that require issuing one or more additional licenses or permits (fireworks, alcoholic beverages, food sales, street closings, tents/temporary structures over 400 square feet, etc.)

Applicants shall submit completed applications to the Town no later than:

90 calendar days before the special event for standard permits with road closure

60 calendar days before the special event for simple permits and permits requesting a liquor license

Applications that are not submitted by these deadlines may be denied unless the applicant demonstrates to the Special Events Administrator that compliance within the deadline was impractical or impossible, or the Special Events Administrator determines that the delayed application will not impair the Town’s ability to conduct a complete review.

Applications are accepted no more than one year in advance of the first event day.

SECTION 3: SPECIAL EVENT PERMIT APPLICATION REQUIREMENTS

There are two separate application processes available to correspond with your event request.

Private Property Application	Standard Application
1. Events held on private property	1. Events held on public property 2. Events open to the public 3. Events held on both public & private property 4. Events held on private property with impacts to Town facilities and services

Both private property and standard applications will require the applicant to describe the event, addressing specific criteria, including:

- Character of the event. Describe the activities or experiences that are components of the planned event in any of the following five categories:
 - Civic** - relates to the town, the people who live there, or citizenship
 - Cultural** - the beliefs, customs, arts, etc., of a particular society, group, place, or time that are included in the event
 - Educational** - the knowledge, skill, and/or understanding that someone may receive or provide from attending the event
 - Entertainment** - enjoyment or pleasure that comes from watching a performer, playing a game, etc.
 - Recreational** - something people will attend or participate in for relaxation, exercise, enjoyment, amusement, or leisure.
- Specific details relating to size, attendance, traffic, parking, safety, restrooms, trash, noise, economic impacts, and location suitability.

Standard applications which propose an event on public property will require the applicant to describe additional criteria:

- State any cross promotions or collaborations with local businesses to encourage sales or visibility

- State anticipated regional, national, or international attendance and any features or entertainment that brings interest on a regional, national, or international scale
- State if Fountain Hills is promoted in the special event marketing
- State how the community benefits from the event from a civic or cultural perspective

Standard Special Event Application Information & Timeframes

Step 1: Contact the Special Event Manager to check for site availability at layres@fountainhillsaz.gov or 480-816-5170.

Step 2: Submit a completed application with fee.

Step 3: Attend the special event committee meeting assigned to your event. The meetings are scheduled the second Tuesday of each month, no exceptions.

Private Property Special Event Application Information & Timeframes

If your event is held entirely on private property, a simple application must be completed. If your event has impacts to Town facilities and services, it may require a standard application submittal (large event footprint, anticipated high attendance and traffic count, high parking demands, etc.). Your application will be reviewed after it is submitted, and the category may be changed based on staff review and assessment of compliance with these guidelines. The private property special event permit application can be found by visiting the Town's website at FountainHillsaz.gov and search special events.

The application will require identifying the type of event and the activity or experience being provided to the attendee. A site plan is required as part of the application to consider the event request complete. A parking plan for the anticipated attendance must be provided in a detailed, narrative form and may be illustrated by providing a map. Event details such as setup times, teardown times, and estimated attendance are also required.

All private property applications will be reviewed and deemed complete or incomplete within 5 working days after receipt of submission. Completed applications will be reviewed by applicable Town staff. The application will be approved, conditionally approved, denied, or the Town will make a request for corrections or additional information within 10 working days beginning the day after the application is deemed complete. Conditionally approved means that the event is approved, conditioned upon submitting information or documents in order to issue permits.

If no further documents are needed, a written decision will be provided by the Special Events Manager. It is the responsibility of the Special Events Manager to evaluate the suitability and feasibility of the efforts to mitigate impacts of an event, consider the totality of impacts (both positive and negative), and consider any public input related to the event. If additional documents are required prior to permit decision, the documents will be identified to the applicant for immediate submission to Town staff.

If your event is partially or entirely on public property, a standard application must be completed. It is imperative to provide all required information on the application and submit all subsequent documentation in a timely and complete manner throughout the permit review process. The standard special event permit application can be found by visiting the Town's website at Fountainhillsaz.gov and search special events.

The application will require identifying the type of event and the activity or experience being provided to the event attendee. A site plan is required as part of the application to consider the event request complete. If the event is a race or moving event, a course map must be submitted along with a site plan. A parking plan for the anticipated attendance will need to be provided in a detailed, narrative form and may be illustrated by providing a map. Events with road closures, must submit a traffic plan with the application. Event details such as setup times,

teardown times, estimated attendance, etc. will also need to be known. Completed applications will be reviewed by applicable town staff. All standard permit applications will be reviewed and deemed complete or incomplete within 5 working days after receipt of submission.

Application Review

Once a complete Special Event Permit application is submitted by the event producer, the Special Event Manager will forward copies of completed applications to the Special Event Committee for their approval. The Committee meets on the second Tuesday of every month. Applicants will be required to attend a scheduled meeting. The Special Event Committee is comprised of the following Town of Fountain Hills departments and other various agencies:

- Public Works
- Parks & Recreation
- MCSO
- Planning and Zoning
- Fire Marshall
- Local Business Owners (as needed)

If town staff makes a request for corrections or additional documents, the applicant must submit the required documents or make the corrections within 10 working days. If a longer timeframe is requested, it requires approval by the Special Events Manager. If the documents or corrections are not timely submitted, the application may be denied.

If no further documents or corrections are needed, a written decision will be provided by the Special Events Manager. It is the responsibility of the Special Event Committee to evaluate the suitability and feasibility of the efforts to mitigate impacts of an event, consider the totality of impacts (both positive and negative), and consider any public input related to the event. If additional documents or corrections are required prior to permit decision, the documents or corrections will be identified to the applicant for immediate submission to town staff.

Documents may include insurance, revised traffic control plan, notification input for street closures, security plan, or other items.

Preparing for the Special Event Committee Meeting

A Town of Fountain Hills event manager will contact the applicant to set up a date for the event promoter to make a presentation before the Special Event Committee.

Each event representative is expected to be prepared to present their event by giving a brief description of event details.

During and/or after your presentation, members of the Special Event Committee will have a question and answer period to clarify details. If more information is needed regarding your event, the event requester will be re-scheduled to come back for another Special Event Committee meeting prior to approval.

If your event will be held on private property, a copy of your event's lease or written permission of the private property owner(s) must be submitted with the application.

If you have not already submitted the following items with your application, provide at least 8 copies for members of the Special Event Committee Meeting.

- Detailed Description of Event: Who, what, where, when and why
- Timeline including set-up and take-down (including load-in days).

- Traffic Control Plan (if applicable)
- Updated Site Map – depicting layout of event; include vendor names and locations, route, road closures, port-a-johns, etc.
- Promotional Material you plan to distribute
- Vendor List
- Merchandise/Food Items sold
- Liquor License status (if applicable) *Special event liquor license applications must be submitted to the Town with a \$25 application fee at least 45 days prior to the event. Liquor applications submitted less than 45 days may not be approved.

SECTION 4: SPECIAL EVENT REVIEW REQUIREMENTS

AMPLIFICATION & SOUND

Sound: Sound mitigation to nearby businesses and residents should be part of an amplification/sound plan. Speakers should be directed towards the event footprint and positioned to help mitigate sound travel to residences or other nearby businesses. A designated person shall be on site throughout the event to monitor sound and volume levels both on and off site. In some instances, event applicants may be required to conduct decibel readings at pre-determined locations during the event to prevent disturbing others. Noise complaints can result in calls for service from the Maricopa County Sheriff's Department. A deputy or Code Enforcement inspector may require the volume to be reduced or turned off based on complaints or unreasonable sound levels.

Stage: Placement of stage should take into consideration surrounding businesses and residents for proximity to sound and/or performances. If stage placement is in the middle of the event footprint, allow for space to accommodate the crowd while creating space for safe, unrestricted passage to avoid crowd clustering and bottlenecks. Dimensions of the stage should be noted in the application and must meet nationally recognized standards, construction, and listings.

Equipment & Speakers: Details for any proposed sound systems must be included in the event application and speaker locations shown on the site plan with arrows indicating direction of sound. Potential sound impacts will be evaluated, and the following considered as part of the evaluation: sound mitigating design features; hours of operation; assigned individual to monitor sound levels throughout the duration of the event; direction of sound travel; and history of noise complaints and violations at the site.

Times and Duration: Outside music times will be evaluated based on sound levels between 9am to 9pm weekdays (Sunday-Thursday) and 9am to midnight weekends (Friday-Saturday). Hours exceeding those timeframes will be expected to have lower decibel levels and will take into consideration distance to other open businesses and residents.

Performances: The application shall address the type of performance and name of performers if known at time of submittal. For type of performance, please indicate if it's a disc jockey, a live band and number of musicians, a live artist, pre-recorded music, dance troupe, performers, speakers, presenters, auctioneer, etc.

EVENT PRODUCTION SCHEDULE, EVENT HOURS INCLUDING SETUP & TEARDOWN DETAILS

As part of your event planning process, you must evaluate the potential impact of your event on the surrounding neighborhood. As an event organizer it is your responsibility to assess the venue, environment, anticipated attendees, and components of your proposed event and mitigate impacts to the community and demonstrate

what solutions are in place for any anticipated negative impacts on businesses and residences. The Special Events Manager is responsible for evaluating the proposals, requesting additional documentation, and conducting outreach, as needed, to businesses and residences to confirm whether impacts can be adequately addressed.

All events will need to include the event schedule and beginning and ending times, noting the various activities with associated times. Times for setup and removal of event items shall be listed for review. For events with multi-day setup and teardown, note the beginning and ending times each day for consideration of impacts to neighboring properties. Please include the schedule for loading, unloading, deliveries, staging of equipment, and the onsite event staff with oversight responsibility.

STAGES, PLATFORMS, AND OTHER STRUCTURES

All stages, platforms, and other temporarily erected structures will need to be inspected by the Town of Fountain Hills Fire Department.

All stages over 120 square feet will require a permit and inspections. The following items will need to be submitted for review:

- Site plan showing the location of the stage and surrounding features (other stages, tents, etc.)
- Engineering and/or manufacturer's installation instructions specific to the construction of the stage
- Engineering and/or manufacturer's installation instructions specific to any appurtenances (lighting, sound equipment, towers, etc.) associated with the stage.

MARICOPA COUNTY SHERIFF'S OFFICE OFF DUTY MANAGEMENT SERVICES, SECURITY PLAN & TOWING

MCSO-Off Duty Management: Event organizers are required to provide a safe and secure environment at the event through comprehensive planning and by anticipating potential problems. Applicants must ensure adequate personnel are present to provide general security in the event venue, event parking areas, and adjacent areas affected by the event. The Town of Fountain Hills and MCSO has the final authority to determine your event security requirements including protective measures; minimum number of licensed private security guards; volunteer and staff positions; and police officers and traffic controllers necessary to staff the event. The Town of Fountain Hills and MCSO maintains the right to shut down any or all components of the event if security requirements are not met or provide additional police services that will be billed directly to the host organization. Depending on the nature of the event, private security personnel may be required. Application, fees, and information for hiring officers can be found on the [MCSO website](#). Hired sworn officers are at the event to enforce laws and for traffic control and not to provide the services that are assigned to private security staff.

Security Plan: Private hired security must be licensed in the State of Arizona and has the responsibility to maintain a peaceful, lawful event. Private security is typically used at events to enforce the operations and management of a broad array of safety measures ranging from crowd control, parking lot enforcement, identification checks, beer garden safety, money transfers, and/or any rules and regulations established by the host organization. Security staff should be assigned responsibilities to turn down music or halt entertainment and call 9-1-1 in an emergency. It is the responsibility of the host organization to contract with a licensed private security company and to ensure that the company can respond to the security needs of the event and surrounding environment. Private security officers have no police powers except the ability to perform a citizen's arrest.

The Town of Fountain Hills and MCSO will review the required security plan to ensure enough staffing to properly manage the event. In general, the ratio of security personnel to patrons (security:patrons) is determined by the proposed activity, as follows:

- Event where there will be alcohol but no food, the ratio is 1:50.
- When the applicant will have food and drink available, but a meal will not be served, the ratio is 1:75.
- Where a meal is served and food is the focus of the event, the ratio is 1:100.

Private Security Companies: All security companies operating in the State of Arizona are required to have a valid Arizona guard card that is issued through the Department of Public Safety. A representative of the security company should work closely with event applicants to review and analyze the proposed event and make recommendations to rectify concerns and/or potential problems. The security company representative may also recommend the number of non-licensed volunteers and other staff that may be needed at the event. Should an event use private security as part of the safety plan, it is critical that areas of responsibility are coordinated with the hired deputies through the MCSO Off-Duty Management prior to the event. It is the applicant's responsibility to maintain written verification that the private security company selected for the event has all required licenses and authorization to operate in the State of Arizona and the Town.

Applicants are also required to maintain written verification that all personnel assigned to positions designated for a licensed security guard have a valid guard card.

Security Volunteers: As part of an event security plan, the Fountain Hills Community Services Department and MCSO may allow applicants to use volunteers in specific predetermined locations and capacities that do not require licensed security guards.

FIRE SERVICES, EMERGENCY MEDICAL SERVICES, AND TENTS

Emergency Medical Services: The Fountain Hills Fire Department shall require a Fountain Hills Fire Department-staffed emergency medical standby in all instances for special events when daily attendance exceeds 5,000 people. When daily attendance is between 1,000 and 5,000 attendees, the Fountain Hills Fire Department will determine whether there is a need for a medical standby after considering the relevant factors such as, but not limited to, time of year including expected temperatures – if the event is outdoors, activities being conducted, sale of alcohol, type of event, past history of the event when applicable, event hazards, types of equipment being used and any other factor. Impacting the safety and/or wellbeing of event participants and staff. The Fountain Hills Fire Department reserves the right to require medical standbys for events less than 1,000 participants when necessary to help protect the safety and wellbeing of event participants and staff.

The position classification and number of personnel of any needed medical standby will be determined solely by the Fountain Hills Fire Department based on all applicable factors including those listed above.

If the Fountain Hills Fire Department deems a medical standby a necessity or the applicant requests a medical standby when a medical standby is not required, Fire Department personnel will provide fire and or EMS services at the Town Council approved rates and fee schedule unless the applicant can demonstrate that a privately hired provider is an authorized participant in the regional response system and can provide parity of services including communications, interoperability, medical direction standards, and service delivery capabilities. A private provider is subject to approval by the Fire Chief or designee. For applicants required to or requesting to have an ambulance standby, the Town's contracted ambulance provider shall be utilized to provide that service.

EMS coverage may be required for special events based on the following guidelines:

- To ensure that patrons attending a particular festival or special event are provided sufficient emergency medical coverage.
- The Town of Fountain Hills Fire Department will assist event producers to determine staffing required, based on the expected number of patrons, special need concerns, risk factors and the nature of the event.

- Town of Fountain Hills Fire Department reserves the right to refuse coverage at an event if minimal staffing requirements are not mutually agreed upon, or if inadequate notice is given regarding coverage needs.
- Anyone requesting/required to have the Town of Fountain Hills Fire Department will be asked to enter into a contract with the Town of Fountain Hills Fire Department that defines the dates, times and number of units that will be needed. It should also set forth the costs for those services. Stand-by service will not be offered. You will be billed for EMS.

Designated medical service coverage may be required for special events with the following guidelines:

- To ensure that patrons attending a special event are provided sufficient emergency medical coverage while minimizing impact on community service levels.
- Town of Fountain Hills Fire Department will assist event producers to determine staffing required, based on expected number of patrons, special need concerns, risk factors, and the nature of the event

When the event promoter chooses to have the Town of Fountain Hills Fire Department personnel provide the requested or required medical services, they will need to identify the needs on the Special Event application. The event promoter will be responsible for the costs associated with providing those services.

- Fire Services: The Fire Department reviews several components of the event request. These include:
 - Event entry and emergency exiting for patrons
 - Emergency vehicle access
 - Tents and canopies
 - Propane or flammable equipment such as grills or other cooking devices (see criteria below)
 - Fireworks, bonfires, and performers using fire
 - Establishing an occupant load for the event area
 - Fencing height, type, and locations
 - First aid facilities
 - Vehicle displays

The above items need to be clearly identified on the site plan and may require a separate permit. Some events may require a minimum twenty-foot (20') wide emergency access lane as determined by the Fire Department. Established event occupancy loads must adhere to that which is set by the Fire Department.

Evaluating EMS needs of an event

Designated Emergency Medical Service requirements are based upon the following criteria; attendance numbers or any extenuating circumstances such as alcohol, and/or weather. Attendance numbers will be based on the total number of people at an event at the same time, not an overall attendance number. Example would be a total attendance of 5000 people over a two day event.

- Less than 2000 people and no extenuating circumstances = No EMS required
- Recommended: Service requirements imposed by promoter's insurance coverage or professional standards other than what is required by Fountain Hills.
- Greater than 2000 people = Recommendation 1 EMS Team with utilization of Walking, Bike or Cart based on accessibility, circulation and on-site travel distance of the service team.
- Greater than 5000 people = EMS Service Required. Evaluation of event by Fire Marshal with a minimum of 1 EMS Team with utilization of Walking, Bike, Gator Cart, or Vehicle based on accessibility, circulation and on-site travel distance of the service team.
- The Fire Marshal will make recommendations based on any extenuating circumstances of event.

- Greater than 10,000 people= EMS Service Required- Evaluation and recommendation will be made by Fire Marshal based on details of event, size of location, and any extenuating circumstances.
- When the event attendance exceeds what was initially stated in the promoter's application, and exceeds the capacity of the required EMS team, the promoter will be responsible for the increase in medical service levels to provide adequate medical coverage for the special event.

Any Special Event that is not required to have medical designated services should still have a first aid station on site in an appropriate location. The First-Aid station should be able to handle any minor medical needs such as small cuts, scrapes or minor strains, etc. The First-Aid station should utilize the 911 system for any other medical service needs that exceed the capacity and/or scope of the first aid providers.

Hydration stations with (non-alcoholic) beverages may be required at a large outdoor event during periods where temperatures could contribute to heat related emergencies.

TENTS

A tent having one or more sides and exceeding 400 square feet, or a canopy with no sides and exceeding 700 square feet will require a tent permit from the Fire Department. Multiple 10'x10' pop up canopies, placed together side by side, shall not exceed a total of 7 before a 10' separation break is required. If your event includes temporary structures, pre-fabricated structures or site-built structures such as bleachers, elevated platforms, temporary pedestrian bridges, tent structures, etc. you may be required to provide structural certification from a licensed structural engineer.

COOKING OPERATIONS

The following will apply if you intend to have cooking operations included as part of the event (including grills):

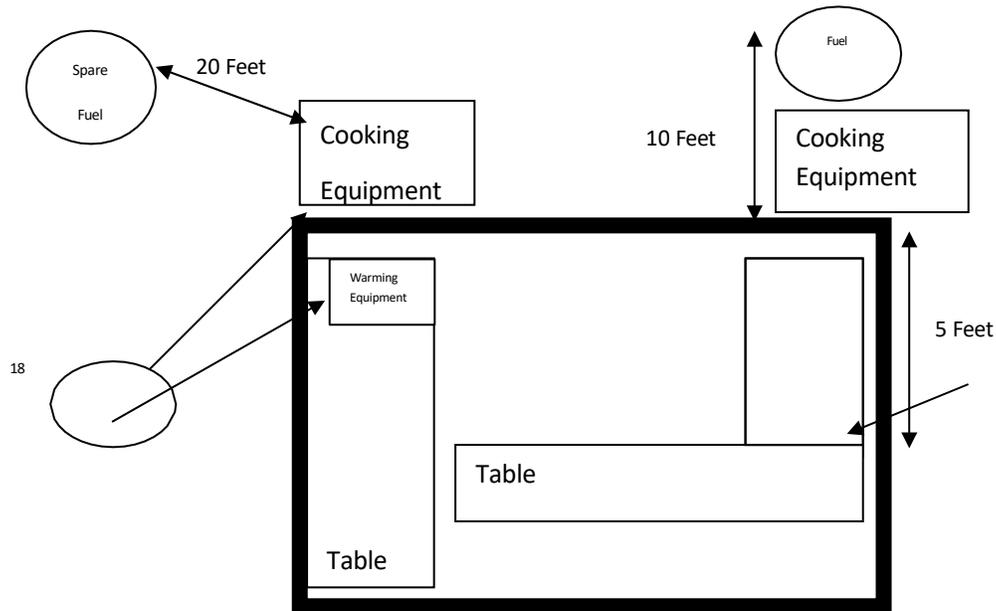
- Cooking appliances must be located a minimum of 10' from public access
- A minimum 18" separation must be provided between an open flame cooking appliance and grease fryers
- Provide one 5lb ABC fire extinguisher on site near cooking operations
- Provide one Kitchen Class or "K" fire extinguisher on site near cooking operations if using a grease fryer
- Use of Propane/LPG

The following will apply if you intend to use portable propane tanks, 60 lb. / 23 gallons or larger, for cooking:

- Propane tanks must be located a minimum 10' from the cooking appliance
- Tanks must be staked or secured in a manner to prevent falling
- Portable propane tanks less than 60 lb. / 23 gallons can be attached directly to the cooking appliance per manufacturer's guidelines.

CONCESSION AND FOOD VENDORS

- A concession trailer fire safety inspection is required. Documentation of current (within 6 months) inspections of all fire protection systems located within the trailer must be available on site.
- All tents and trailers that will involve cooking are required to have a fire extinguisher with current service tags. A minimum of 2 fire extinguishers are required for all concession trailers. (K type and 2A-10BC)
- All concession trailers must only be occupied by essential staff, and they must be over the age of 16.
- All food vendors are required to obtain a Fountain Hills business license at least 30 days prior to the event.



*Tents that are not fire rated
Fire rated tents are permitted for cooking.

HEALTH PERMITS (MARICOPA COUNTY)

If food or drink (other than pre-packaged) will be served at a festival or event, event producers must obtain a Health Permit from the Maricopa County Health Department. The Maricopa County Environmental Services Department is the regulatory authority that issues "temporary food service establishment" permits for food and beverage concessions at special events. It is the Department's responsibility to regulate the food sold at these events. If food or drink is not prepared and handled in a sanitary manner, the public's health may be at risk.

Requirements:

In order to sell or give away any food or beverage product at an event, you are required to apply for a "Temporary Food Service Establishment" permit and pay an associated permit fee. Please read the following Food and Beverage Vendor Checklist for additional requirements and information. The Guide to Temporary Food Service at Special Events and Application for Temporary Food Service Establishment Permit may be filled out on-line, downloaded and printed.

A completed (pages one and two) application and \$70.00 permit fee per booth must be submitted seven days prior to the start of the event. All payments must be Arizona checks or money orders. Please make checks payable to MCESD.

The Temporary Food Service permit will be issued at the event after a passing inspection has been completed. Please refer to the Guide to Temporary Food Service at Special Events for the requirements. Effective July 1, 2007, inspectors can no longer accept payments for Temporary Food Service Permits on site, at events. All permits must be paid for by vendors in advance.

Only those vendors selling bottled water or canned soda (unopened, from an approved source) are exempt from obtaining a Temporary Food Service permit. All other vendors, regardless of product, are required to obtain a permit and pay the required fee per booth.

Those individuals who currently possess a valid Maricopa County Mobile Food, Pushcart, Food Peddler or Catering permit are not required to pay the permit fee. However, a copy of the permit is required.

Note: It is the event producer’s responsibility to read over the guidelines to determine whether or not a health permit is required for any food vendors at their event. If you are not in compliance with Maricopa County Environmental Services Guidelines, it should be noted that a health inspector could shut down your food operation the day of the event. If this should occur, the Town of Fountain Hills will not be held liable for loss of income, or refund of vendor fees.

Maricopa County Environmental Health Department 1001 N. Central Avenue, Suite 300

Phoenix, AZ 85004

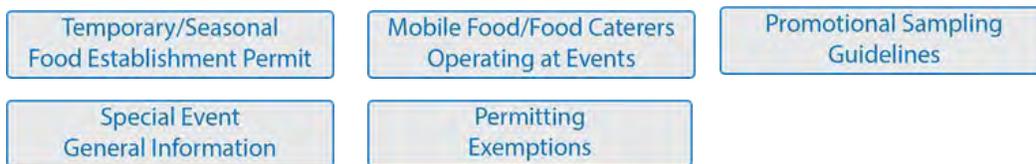
Phone: 602-506-6978

Fax: 602-506-6862

Applications and guidelines can be downloaded at:

<http://www.maricopa.gov/envsvc/ENVHLTH/SPPRGM/spcevent.asp>

Additional Resources:



LIQUOR CONTROL, MANAGEMENT & LICENSES

Liquor Control: If liquor is present at your event, state law requires liquor to be contained within the event footprint. Adequate fencing and security personnel must be used to prevent alcohol from being removed from your liquor licensed premises. For any event involving liquor, access to alcohol must be controlled. A perimeter with access points, both entrances and exits, should be illustrated (show the liquor service areas, security staffing locations, identification checking areas) and describe the security process. The perimeter for an event needs to be done in a manner to help prevent liquor violations. Use of security personnel (can be volunteers) must be used to ensure compliance with Arizona Liquor Laws and the safety of patrons. Applicant must submit a security plan noting or depicting on the site plan the number and location of security staff to ensure compliance with Arizona Liquor Laws.

Liquor Management: For security, state the company being used, their responsibilities, identification checking procedures (Identification Logs, if used, and retention period), security or volunteer uniforms if used, and perimeter fencing (height and material). All security personnel must be properly licensed, and volunteers properly trained. Resources can be found at the Arizona Department of Liquor License and Control (ADLLC) website.

Liquor Law Training: Anyone serving liquor must be familiar with Arizona liquor laws. For events where the applicant discloses that there will be 500 or more patrons, the applicant or if the applicant will not be present at the event, a designee who will be at the event, must attend and provide to the Town documentation of completing the Basic and Management Liquor Law Course certified by the Arizona Department of Liquor Licenses and Control and provide evidence that the course was completed.

Liquor Licensing/Permit Requirements: For special events held at locations where there is an existing liquor license, an additional special event liquor license/permit is not required, provided the event is completely contained within the existing liquor license footprint.

A liquor license is required if the event is open to the public, or if there is a fee for admission or a fee for food or drink, or if any products are being sold. A liquor license must be obtained through the Arizona Department of Liquor License and Control (ADLLC). Applications can be found on the ADLLC website by clicking Arizona

Department of Liquor Licenses and Control. There are two options for obtaining a liquor license to sell or serve alcohol at a special event, which include:

1. Application for Extension of Premises - This application is required to temporarily expand or enlarge the area that is covered by a current state-issued liquor license. Completed applications, with the original, notarized signatures, must be submitted to the Tourism & Events Department as part of your special event application for review. Once the event is approved, the form will be signed and returned to the event applicant to be submitted to the ADLLC Liquor Board for issuance of a temporary liquor permit.
2. Special Event Liquor Licenses - These licenses are only available to qualified charitable, civic, fraternal, political party/campaign committees, or religious organizations and requires 25% of gross event proceeds be donated to the event charity. A charity can submit for this license a maximum of 10 (ten) days per year. The charity company members or officers must be in good standing with no criminal record(s). Completed applications must be submitted to the Town of Fountain Hills Community Services Department located at 16705 E Avenue of the Fountains for review a minimum of 45 days prior to the event for Council approval. Once the request is approved, it will be assigned to a Council meeting for approval and returned to the applicant to be submitted to the ADLLC Liquor Board for issuance of a liquor permit.

In addition to the two temporary liquor licenses, there are festival licenses that are required when a winery or distillery sells wine or distilled spirits to patrons to drink on site and “to-go” in sealed, original containers. Completed [Wine Fair/Festival and Craft Distillery Fair/Festival applications](#) must be submitted to the Fountain Hills Community Services Department for review and signature. Town staff will confirm that the event has been approved prior to placing the application on the Council Meeting agenda.. Once approved, it will be returned to the applicant to be submitted to the ADLLC Liquor Board for issuance of a permit.

The ADLLC is located at 800 W. Washington 5th Floor, Phoenix, AZ 85007. Applications and further information can be found on the ADLLC website by clicking Arizona Department of Liquor Licenses and Control.

STREET USE, CLOSURES & RESTRICTIONS

Traffic Control Plan: A traffic control plan is required if the event impedes, obstructs, impairs, interferes or disrupts normal use of Town streets, facilities, public sidewalks, or right-of-way. The applicant is responsible for hiring a barricade company for any street, alley, lane, or public sidewalk closure. The Town does not provide barricades. Barricades used in the public right of way must comply with the [Phoenix Barricade Manual](#), with regards to placement, type, size, and night time reflectivity. For road closures, detour routes including necessary detour signs shall be shown on the plan. Homemade devices, vehicles and/or other objects are not authorized in lieu of barricades. Any street closures and barricade setup/removal shall match the approved barricade plan on file. Oversight of barricade setup is the responsibility of the event applicant. Discrepancies or safety issues may result in the delay or cancellation of the event.

Barricade Set/Strike: The event applicant must assign a person with sole responsibility for supervising the barricade setup and ensuring it is placed correctly before the event start. This person should be an employee of the event production company and is responsible for working directly with the barricade company. If it is anticipated that this person will be in or adjacent to motor vehicle traffic, they must wear a reflective vest. For athletic or moving events, the MCSO Sgt. and Town staff will review the setup in the field prior to the start of the event. If it is not set up correctly or there is an obvious hazard created by the setup, the Town will not allow the event to begin until the event is setup correctly and/or all hazards have been fixed. If the improper barricade

setup delays or impacts the timing of the street or lane closure, the event may be canceled. Listed below are the procedures to request a road closure and/or barricades:

To request a road closure, lane reduction and/or barricades, submit a Special Event Application to the Special Events Office a minimum of 90 days prior to your event and include the traffic control plan. Street closures and restrictions will be reviewed on a case by case basis. This information will be sent to the Special Event Committee for their review. In addition, you must submit a detailed Site Map showing where barricades and signs will be placed at the event.

A traffic control plan must be submitted with the special event application a minimum of 90 days before the proposed start date of the event.

The application will either be approved or rejected by the Town. If rejected the plan may be revised and resubmitted.

An event producer who wants to host an event that will involve closing a public right-of-way or involve a state-maintained right-of-way (street, sidewalk or alley) must submit a road closure application to the Special Event Coordinator at least (90) days before an event.

- Street closings and placement of barricades/signage on Town of Fountain Hills streets and rights-of-way must be coordinated with and approved by the following Town departments: Traffic Engineering, MCSO, Parks and Recreation and any other town services that may be effected.
- If an event requires closure of streets or public rights-of-way, proper barricades and signage are required.
- The barricade company must submit a traffic control plan to the Special Event Manager for approval. All staffing requirements needed for proper traffic control work shall be determined by the Town of Fountain Hills and MCSO Off Duty Management, at the expense of the event promoter.

The Town of Fountain Hills may request that event promoters notify affected businesses and/or residents if an upcoming event will require street closing(s) and/or send a Street Closing press release and camera- ready Site Map to all media at least two weeks prior to an event. The event producer will be notified at the Special Event Team meeting is business or resident notification will be required. All notifications will be at the expense of the event promoter.

PARKING AND ADA COMPLIANCE

The Town of Fountain Hills does not allow for personal or non-essential vehicles to remain on the lawn of any of our parks or street medians during the running times of any event. Vehicles may be on the premises, except for the Avenue of the Fountains Plaza, for the purposes of loading and unloading only. A member of the organizers staff/volunteer must be present for any and all deliveries made to the event location. All vehicles MUST be removed from the lawn/turf or street/median area and into designated parking at least 30 minutes prior to the start of the event. A map of all available town parking is attached at the end of this application can be found online at www.fountainhillsaz.gov/specialevents

Parking Plan: A written parking plan, (may be illustrated by a map), must be provided to indicate where event parking will occur. Applicant is responsible for ensuring that adequate parking for attendees, event volunteers, employees, and vendors is available. The parking plan serves to demonstrate that parking or traffic impacts to adjacent areas are minimized.

Offsite Parking: Applicant must obtain written approval from an authorized individual for any privately- owned parking areas and a copy of the approval(s) must be included with the application.

Ride Services (paid or hired): If ride providers are being planned as part of the event (taxis, Uber, Lyft, pedicabs, golf carts, etc.) please indicate the location of passenger loading and unloading areas along with the estimated number of vehicles to be incorporated into the parking plan for event attendance.

Shuttles, Trolleys, Buses, and Mass Transit: A transit plan along with planned routes shall be submitted for review as part of the event request.

Mobility Impaired Parking: Events shall provide accessible parking for people with mobility impairments as required by the Americans with Disabilities Act (ADA). Any handicap parking displaced due to the event must be provided at a different location with temporary ADA parking signage if needed.

Mobility Impaired Accessibility Requirements: Event plans must comply with all county, state and federal disability access laws and regulations applicable to proposed activities. All temporary venues, related structures, and outdoor sites associated with the event must be accessible to all disabled persons.

Bicycles: If your event expects to attract numerous bicycle riders, space needs to be reserved for bicycle parking or valet and needs to be shown on the site or parking plan. An average of 10 bicycles will fit in one car parking spot. Valley Metro Commute Solutions offers portable bike racks at no charge to organizations holding events in Maricopa County through their Portable Bike Rack Loan Program. For more information visit <https://www.valleymetro.org/bike>.

RESTROOM FACILITIES

Temporary portable restroom facilities must be provided at an event unless sufficient availability of public restroom facilities in the immediate area are available for public use. If portable restrooms are provided, at least one shall be ADA accessible with proper approach for access. Portable toilets may not be placed within 25 feet of an entryway to an adjacent food vendor, business or residence, unless the adjacent property owner or tenant approves. Delivery and pickup dates and times for portable restrooms shall be provided as part of the event application.

The suggested number of restrooms to be provided is 1 for every 100 attendees. If your event is an all-day event, or you are serving alcohol, the suggested number of restrooms is 1 for every 75 attendees.

UTILITIES AND GENERATORS

The Town of Fountain Hills does not provide electrical equipment at all public venues. Event producers should consult directly with the Special Event Manager to discuss all electrical needs for an event and plan on securing their own electrical needs. Power boxes may be available for rent. The event producers should work with the Special Event Manager to show electrical service information on the Site Map of the event.

- The event promoter should provide their own generators, light towers, boxes or extension cords for events.
- Event producers must obtain permission from the Town of Fountain Hills to tap into any Town property power source if/when available or permitted.
- The costs of using electrical supply sources at a Fountain Hills facility and/or venues must be paid by the event producers.
- All generators shall be separated from any temporary structures or tents by at least 10 feet. They shall be protected from the public by fencing, enclosure or other approved means. They shall be grounded in accordance with manufacturers specifications. All generators may not be refueled during times of public operation without prior authorization from the Fountain Hills Fire Department. Events must supply their own electrical resources and the planned power source, including any generators. If connecting to a

building or outside electrical source, any exposed cables shall be covered with a cable ramp for safety and tripping prevention. Generators that are 20kw or greater require an electrical permit and staff inspection.

- Events located on the Avenue of the Fountains are permitted to rent power boxes from the town to access electricity. Electricity is not available at Fountain Park.
- All extension cords and power bars shall be UL approved, not be pinched, frayed, cut or cracked and must be of 3 wire grounded type. They shall be secured or placed so as to not be a hazard, obstruction, or located in areas where water may accumulate.
- All power bars shall be plugged directly into single cords and may not be plugged into other multi-plug devices.
- All lighting shall be specifically manufactured for the intended use. Open light bulbs strung from wire shall not be approved unless they have been designed for that purpose and all manufacturer hanging guidelines are met. Light fixtures shall only be used with lamps of the size intended by the manufacture. All hanging lights or cords shall not cross egress paths less than 8 feet from the ground.

Water: Applicants must provide a plan for water sources and/or services along with the proper disposal of water, if needed, in accordance with Town storm water regulations. Access to water is only permitted on the Avenue of the Fountains in designated areas. Quick couplers to access a water source are available for rent from the Town.

FIREWORKS

A separate fireworks permit must be obtained for any fireworks to be present/used/ or sold during the event. Fireworks include any professional display and/or consumer products. Airborne lanterns such as Chinese lanterns are prohibited from being released.

Fireworks displays and pyrotechnic special effects must be under the direct supervision of a licensed pyrotechnic operator who is employed by a licensed fireworks/pyrotechnic company along with a certificate of insurance which must be approved by the town Attorney.

Fireworks and pyrotechnic special effects must comply International Fire Code and NFPA standards. To obtain an application or further information, contact the Fire Marshal's office at 480-816-5114.

CARNIVALS

All carnival rides or other amusements with any type of fire safety equipment or life safety systems are required to be inspected by the Fountain Hills Fire Department prior to allowing public use. All power supplies and electric panels must be inspected by the Fountain Hills Fire Department prior to use.

SIGNAGE AND COURSE MARKING

Sign Requirements

- All event signage must be submitted at least 30 days in advance for approval.
- Signs shall not be located in medians anywhere in town.
- Signs shall be put up for an event no more than 14 days prior to the start of the event.
- Signs shall be removed within 24 hours after the event has ended.
- Signs shall not be installed using stakes, other than small signs that can be installed by hand (e.g. the garage sale signs or small arrow signs)
- Signs shall not pose issues for visibility; if Town staff determines a sign poses a visibility issue, staff reserves the right to move or remove the sign.
- Refer to the Special Events Signage Plan for Approved Locations

TRASH, RECYCLING, AND CLEAN UP PLAN

Trash: Plans must be developed that ensure the proper disposal of waste generated from the event, including setup and teardown. At event conclusion, the venue and surrounding areas must be cleaned and returned to a condition equal to or better than the condition prior to the event. If any portion of the event takes place on town property and town personnel performs additional cleaning due to the event, the applicant will be billed by the town for this service. Dumpster and recycling containers are available for rent through the waste management companies. Dumpsters are required for all events. The event promoter is responsible for coordinating the location with the Special Event Manager.

Recycling: The Town encourages recycling whenever possible, especially on multi-day events with large attendance. Please visit [Republic Services](#) for a list of the accepted recyclables to assist with advanced planning. Please contact a waste management company for information on recycling containers and individual receptacles.

Cleanup Plan: A written cleanup plan must be submitted as part of the Special Event application. This plan must include the types and locations of dumpsters and individual trash receptacles, the names of any hired services responsible for cleaning up during and after the event, and the location(s) where all waste, including cooking oils and gray water, will be disposed of in an approved manner.

Event applicants are responsible for prompt cleanup and removal of debris after the event, from all Town streets, sidewalks, rights-of-way, effected property owners' property including parking areas, sidewalks, steps and landscaped areas. For multi-day events, clean up should take place daily. Applicants are responsible for cleanup from when the set up begins until tear down crews have finished and removed all event items from the event site. Please be thoughtful of the community and those properties surrounding the event to ensure that the event footprint is in the same or better condition than prior to the event occurring. Clean up includes small pieces of trash removal, broom sweeping, and power washing or street sweeping if necessary.

The event promoter is responsible to have an event clean-up plan in place. You must submit a clean-up plan with your Special Event Permit Application. Please remember to include the following:

- A drawing or site map of the festival or event area, showing the types and locations of dumpsters and individual trash receptacles.
- The names and contact information of individuals and/or groups responsible for cleaning up during and after the festival or event;
- All trash accumulations within tents and event area shall be removed regularly to keep area clear of debris and hazards.
- All trip hazards shall be abated or marked to prevent public access.

NOTE: Anyone who disposes of cooking oils, waste or gray water into storm drain sewers or sidewalk openings will be subject to fines and punishments.

If your event has barbecuing that uses wood, you must order a front loader for the hot ashes. Placing hot ashes in trash and recycling bins can cause fires and subsequent damage.

If an event producer fails to clean up a venue adequately or causes damage to Town of Fountain Hills property or facility, the Town of Fountain Hills will bill the event producer for its costs to clean and repair the damaged property. If this occurs, the Town of Fountain Hills may also deny an application for a future Special Event Permit.

Event producers are responsible for prompt cleanup and removal of debris from all Town of Fountain Hills streets, right of ways, affected property owners' sidewalks, steps and alcoves including time after event tear down is complete. Event producers are responsible for clean-up from when the set up begins until tear down crews have finished and have vacated the park.

VENDOR SALES, TAX & LICENSING

Vendors: Vendors who sell services, products, food, or beverages at a special event must obtain a Fountain Hills business license. Verified non-profit organizations registered with the Internal Revenue Service (i.e. 501(c)3 exemption) are exempt from obtaining a business license. Applications and information can be found by visiting the [Town website](#).

Who is required to be licensed at a special event?

- Food/Beverage
- Merchandise/Products
- Services and/or Sales information

What is taxable income at a special event?

- Charges or fees for use of spaces by vendors
- Rental of space or equipment by vendors
- Food/beverage sales
- Product sales
- Carnival activities or amusement rides
- Advertising fees or charges (signs, banners)
- Entry fees or charges
- Out of state vendor taking order for future delivery

What is expected of the vendors and/or sponsors of a special event?

1. Vendors/sponsors must report and pay all back taxes before a license will be issued. Failure to do so may result in being prohibited from participating in the event.
2. Event applicant must provide the Town's Tax and License Division with a list of expect participating vendors preferably 30 days prior with a minimum of 14 days prior to the event. The list must include the following information:
 - Fountain Hills Business license; and/or
 - Business name and address, email address and business phone number, and Transaction Privilege Tax (Sales Tax) number issued by the Arizona Department of Revenue.
3. Event applicants should be aware that any unlicensed retail activity may result in the issuance of a Town citation and removal of the violators the day of the event.

The Town of Fountain Hills defines a "vendor" as an organization or business that sells or advertises products and/or services to event attendees. Generally there are three categories of vendors:

- Food/Beverage
- Merchandise/Products
- Services and/or Sales information

A Town of Fountain Hills Business License is REQUIRED for vendors who wish to sell, expose for sale or offer for sale any food/beverage, merchandise, or service in the Town of Fountain Hills.

Additional Documentation Required: The County requires all vendors who are serving food to have a County issued health permit. Submit a copy of your health department permit to the Town before the start of your event.

Please list all vendors who are participating in your approved event no later than 30 days prior to the start of your event. Business Licenses cost \$50.00 and are good for any event participation for one year from the date of purchase. Business licenses must be renewed annually in order to be valid for vendor participation.

If you need to apply for you vendor license, applications can be downloaded from the Town website at <http://www.fh.az.gov/400/Business-Licenses>

Note: All fees are non-refundable.

Event producers should be aware that any unlicensed business activity may result in the issuance of a Town citation and removal of the violators the day of the event and will be noted for future events proposed by that particular sponsor/promoter.

All vendor paperwork including insurance and business licenses must be submitted 14 business days before the event, preferably 30 days prior to the event. It will be the responsibility of the event promoter to electronically submit documents to the Special Event Manager consisting of the following:

- A list of all vendors/sponsors that will be at the event (please make on site plan as well)
- Current insurance certificate for all vendors doing business, or performing a service (delivery, massage, activity etc.) on Town property.
- A copy of the current business license or business license number.

For further information, contact the finance department at finance@fountainhillsaz.gov or call 480-816-5100.

CERTIFICATE OF INSURANCE

A certificate of insurance is required for all events in the amount of One (1) Million dollars individually or Two (2) Million aggregate. The Town of Fountain Hills must be named additionally insured under the above special event's insurance policy for the dates of the event.

All event promoters, vendors selling products, vendors offering an onsite service and/or having animals as part of their booth/event, and all companies delivering equipment to the event site (town owned property), will be required to attach an original copy of a Certificate of Insurance. Commercial General Liability Insurance in the amount of \$1 million each occurrence combined single limit for bodily injury and property damage liabilities and \$2 million aggregate is required.

The certificate must show:

- The Town of Fountain Hills, its agents, officers, employees and volunteers are named as "Additional Insured". All Certificate of Insurance policies must reflect this with the exception of workers compensation.
- Address information should read: Town of Fountain Hills, 16705 E Avenue of the Fountains, Fountain Hills, AZ 85268.
- The insurance certificate needs to be received by the Community Services Office at least 60 days prior to the event.
- The Town of Fountain Hills shall be notified at least 30 days prior to cancellation or alteration of any insurance coverage. A 10-day notice of cancellation for non-payment of premium.
- Workers Compensation Policies shall contain a Waiver of Subrogation clause in favor of the Town of Fountain Hills.

General Liability Including:

Bodily Injury Contractual Independent Contractors Comprehensive Form

Product/Completed Operations Hazard

Premises Operation Personal injury Broad Form Property Damage

In addition, specific date(s) and locations(s) of the event, to include set up and take down, must be stated clearly on the certificate. Certificates must be received no less than fifteen (15) working days prior to the event.

OTHER INSURANCE OR RISKS

Fireworks Production

- General Liability - \$10,000,000 each occurrence
- Auto Liability - \$1,000,000 combined single limit (each accident) Workers Compensation – Arizona Statutory Requirements

Carnival/Amusement Rides

- \$2,000,000 General Liability
- \$1,000,000 Auto Liability
- Workers Compensation – Arizona Statutory Requirements

SECTION 5: FEES - APPLICATION, PERMIT & PUBLIC PROPERTY USE

Application Submittal Fee: There is a \$90 non-refundable review fee for event applications. This fee must be paid online once the Town has deemed the application complete for the review process to begin. If not paid in advance, the permit will not be issued. Acceptance of an application or the initiation of the review process should not be construed as final approval of the request. Apart from a certificate of insurance and traffic control plan, all attachments and supporting documentation should be submitted with the original application. Insurance and/or traffic control plan may be submitted with the initial application or submitted when Town staff informs the applicant that the event has been reviewed and those documents are required for final decision. A site plan must be included for the application to be deemed complete and allow the review process to begin.

Special Event Application Fees:

Business

- \$300 per application -If submitted at least 60 days or more prior to the event date)
- \$550 per application -If submitted 59 days or less prior to the event date)

Non-Profit

- \$150 -If submitted at least 60 days prior to the event date
- \$275 -If submitted 59 days or less prior to the event date \$275.00 per application

Special Event Permit Fee:

\$50 per day for both private property and special event application permit

Additional Fees and Permits: There are several different special event related permits and fees that may be required in conjunction with the special event permit. The specific needs, activities, and location(s) of your event will determine what other permits may be necessary. Common additional permits and fees include, but are not limited to, the following:

- Generator permit for generators 20kw or greater
- Fire Department permits such as tent permits, fire dancing, fireworks/pyrotechnic
- Park and other town event venue rental fees
- Trash container(s) rental fee
- Power washing/cleaning fee
- Hiring off- duty deputies
- Hiring private security
- Hiring fire protection personnel, emergency medical technicians, or paramedics
- Road closure fees
- Traffic review plan fees
- Event deposits

Special Event Fees

	<u>Resident/ Non-Profit</u>	<u>Non-Resident/ Commercial</u>
Special Event Permits		
Application Fee (60 days or more prior)	\$150	\$300
Application Fee (59 days or less prior)	\$275	\$550
Permit Fee (daily)	\$50	\$50
Special Event Liquor Application Fee	\$25	\$25
Film Permit Application	\$85	Per event
Special Event Rental Fees		
Half Day Open Park Space: Amphitheater, Great lawn, Avenue of the Fountains, Centennial Circle, and or lawns. (Small event)	\$400	\$750
Full Day Open Park Space: Amphitheater, Great lawn, Avenue of the Fountains, Centennial Circle, and or lawns. (Small event)	\$750	\$1,400
Full Day Open Park Space: Amphitheater, Great lawn, Avenue of the Fountains, Centennial Circle, and or lawns. (Medium event)	\$2,500	\$3,500
Full Day Open Park Space: Amphitheater, Great lawn, Avenue of the Fountains, Centennial Circle, and or lawns. (Large event)	\$3,500	\$3,500
Special Event Deposit Fees		
Events with less than 1,000 attendance	\$500-\$5,000	Per event
Special Event Road Closure Fees		
Events with less than 1,000 attendance	\$500-\$1,500	Per event
Special Event –Compliance Fine		
First time penalty	\$250	Per incident
Recurring penalty	\$750	Per incident
Special Event Extra Fees		
Power Distribution Box /Quick Coupler Rental & Deposit Fee	\$25 per box/per day	\$200 per box/ per day
Fountain Operation	\$300/half hour	
Tent Inspection-Rural Metro	\$100	

SECTION 6: CANCELLATION & REFUND POLICIES

Application Withdrawal: An application may be withdrawn prior to a Town decision for approval or denial. Application fees are non-refundable.

Special Event Cancellation: An applicant shall notify the Special Events Manager immediately should a decision be made to cancel a permitted special event. This allows any marketing materials or calendars to be updated to avoid inaccurate information.