
VILLAGE BOARD MEETING**From:**

Meghan Winkler, Clerk/HR Manager

VILLAGE OF HARRISON**Meeting Date:**

October 28, 2025

Title:

Updated Policies, Procedures and Guidelines for the Community Room Rental and Darboy Community Park Rental Applications

Recommended Action:

Motion to approve the updated guidelines and policies for the Community Room Rental and the Darboy Community Park Rental Applications and Policies and Guidelines effective January 1, 2026.

Background and Additional Information:

Over the past year, the Village received requests from individuals wishing to cancel their reservations for either the Community Room or Darboy Community Park, each for varying reasons. In response to concerns raised after being informed that refunds were not permitted under the current policy, a refund was issued to these residents. This situation brought up the need to review and revise the existing policy to provide more consistent guidelines going forward and to better align with the practices of neighboring communities.

Community Room:

Our current policy stipulates that "No rental fee refunds will be issued once the contract and fees are received." Additionally, there is no current charge for DPW services to open the facility in the event the key is not picked up in advance, and residents may reserve the Community Room up to one year in advance on a first-come, first-served basis.

Darboy Community Park:

For events held between September 1 and May 31, the current policy provides a full refund of the park pavilion rental fee if the cancellation is made at least 30 days prior to the event date. For events occurring during June, July, and August, there is a strict no-refund policy, regardless of the cancellation notice, and a \$75 fee is charged for DPW to unlock the door if the key is not retrieved ahead of time, and residents may reserve the Community Room up to one year in advance on a first-come, first-served basis.

Proposed Changes:

We are proposing the following updates to the refund and policies for both rental locations:

- Refund Policy: A full refund will be issued for cancellations made with at least 30 days' notice and will be subject to a \$25 processing fee.
- DPW Key Pickup Fee: The fee for DPW services to unlock the facility due to failure to pick up the key in advance will increase from \$0/\$75 to \$100.
- Reservations: Can be made on or after November 15 of the year before the reservation date.

To ensure our policies, align with neighboring communities, we reached out to several local municipalities to understand their refund and cancellation practices for rental facilities:

- Greenville: Cancellations made 28 days prior to the rental date are subject to a \$20 processing fee.
- Menasha: Cancellations made 14 days prior to the rental date are subject to a \$10 administrative fee.
- Appleton: Cancellations made 90 days in advance of the rental date are fully refunded. If the cancellation occurs after 90 days, a \$10 fee is retained, provided the shelter can still be rented.
- Fox Crossing: Cancellations made 14 days prior to the rental date are subject to a \$10 administrative fee.

Budget Impacts:

None

Attachments:

Community Room Rental Application and Policies and Guidelines

Darboy Community Park Rental Application and Policies and Guidelines