



Picnics and Outside Personal Events Rules, Policies and Procedures

1. Permits are to be presented to District employees on duty, as requested. Groups should plan to arrive at the time specified on the permit. Due to the heavy use of the park, others may be allowed to use the reserved site if no one claims the area one (1) hour after the reserved starting time specified on the application.
2. Park hours are from local sunrise to local sunset. Picnic sites may not be cleaned until 10:00am. The picnic areas must be cleaned and vacated before the park is scheduled to be closed.
3. The consumption of alcoholic beverages such as beer, wine, and hard liquor within the park is prohibited.
4. Inflatable Bounce Structures are prohibited (except at Area #1 Palomares Hills Park, Mt. Eden Park Area #2 & Weekes Park Area #4 with special permit, permit fee paid and required insurance – see Inflatable Bouncer Rules and Regulations at:<https://haywardrec.org/DocumentCenter/View/8193/Inflatable-Bouncer-Rules-and-Regulations?bidId=>.
5. Dogs off leash are strictly prohibited at most District parks. Go to: <https://haywardrec.org/DocumentCenter/View/10386/Park-Ordinance-and-Regulations?bidId=> to view list of parks.
6. Use of amplification is not permitted. Keep music to a moderate level as to not disturb other patrons of the park.
7. No use of electricity. No generators permitted. No advertising, vending or soliciting.
8. Vehicles are not permitted on lawns, landscaping or outside designated parking areas. Vehicles may not be driven outside of designated roadways. They are not permitted on paths and service/maintenance roads (including service gate at the parking lot at Carlos Bee Park).
9. Equipment such as personal BBQ's, tables and chairs must be carried into picnic sites by hand.
10. Canopies are permitted without sidewalls only.
11. Splash Pad equipment located at Cannery Park & Castro Valley Community Park are not guaranteed to be operating. Refunds for picnic rentals will not be issued if splash pads are not operational.



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12. Rides at Kennedy Park are operational Saturday & Sunday only from 11:00am-4:00pm, weather permitting. Picnic rental site refunds will not be issued for ride closures due to maintenance or other unforeseeable circumstances.
13. Clean-Up: The permit holder shall be responsible for cleanup associated with the picnic activity, including the removal of all decorations. Staples, nails, tape, adhesives or similar means of adhering are not permitted. Confetti, seeds, rice and piñatas are not permitted. All helium balloons must be secured. No releasing balloons or other helium filled items.

Rain Outs In the case of heavy rain at the park and your picnic is rained out, please email reservations@haywardrec.org or call the Customer , (510)-881-6700 within 3 business days after the date of the scheduled picnic to request a account credit or refund. You may reschedule your picnic reservation for another available date. Should you prefer a refund and the original payment was made by cash or check, a check will be issued by our Accounting Department within Approximately 3-6 weeks. If the original payment was made by credit card, refund will be issued to the credit card used to pay. Sorry, no cash refunds. If you have any questions or concerns regarding your reservation, email reservatons@haywardrec.org or call the Customer Service at (510) 881-6700.

To report concerns or request assistance after business hours, holidays and weekends Call (510) 881-6700 and press 1 to reach the operator to have staff dispatched to assist you.

Facility & Picnic Rental Cancellation and Refund Policy (including picnic areas)

- a. All changes to the permit regarding date, location or cancellation are subject to a cancellation/change fee of \$50.00 and must be made fourteen (14) calendar days prior to the event date in writing to Reservations@HaywardRec.org..
- b. Refunds are not issued for unused picnic sites.
- c. In the case of adverse weather, a refund will be issued if the District is notified in writing within one(1) weeks after the scheduled date of use by emailing Reservations@HaywardRec.org..
- d. Cancellation fewer than fourteen (14) calendar days before scheduled permit date will include forfeiture of the equivalent to 50% of the rental fees paid.



Reglas, Políticas y Procedimientos para Picnics y Eventos Personales al Aire Libre

1. Los permisos deben ser presentados a los empleados del Distrito que estén de servicio, cuando lo soliciten. Los grupos deben planificar su llegada a la hora especificada en el permiso. Debido al alto uso del parque, otros podrán usar el sitio reservado si nadie reclama el área una (1) hora después de la hora de inicio indicada en la solicitud.
2. El horario del parque es desde el amanecer hasta el atardecer, según la hora local. Los sitios para picnic no se pueden limpiar antes de las 10:00 a.m. Las áreas de picnic deben limpiarse y desocuparse antes del cierre del parque.
3. Está prohibido el consumo de bebidas alcohólicas como cerveza, vino y licor dentro del parque.
4. Está prohibido el uso de estructuras inflables (brinca-brincas), **excepto** en el Área #1 del Parque Palomares Hills, Área #2 del Parque Mt. Eden y Área #4 del Parque Weekes, con permiso especial, pago de tarifa y seguro requerido. Consulte las Reglas y Regulaciones para Brinca-Brincas en:
<https://haywardrec.org/DocumentCenter/View/8193/Inflatable-Bouncer-Rules-and-Regulations?bidId=>
5. Los perros sueltos están estrictamente prohibidos en la mayoría de los parques del Distrito. Consulte la lista de parques aquí:
<https://haywardrec.org/DocumentCenter/View/10386/Park-Ordinance-and-Regulations?bidId=>
6. No se permite el uso de amplificación. La música debe mantenerse a un volumen moderado que no moleste a otros visitantes del parque.
7. No se permite el uso de electricidad. No se permiten generadores. No se permite publicidad, ventas ni solicitudes.
8. No se permite el ingreso de vehículos en césped, jardines u otras áreas fuera de los estacionamientos designados. Los vehículos no deben circular fuera de las carreteras designadas. No se permite el acceso a senderos ni caminos de servicio/mantenimiento (incluida la puerta de servicio en el estacionamiento del Parque Carlos Bee).
9. El equipo personal como parrillas, mesas y sillas debe ser transportado a mano hasta el sitio de picnic.
10. Se permiten toldos/carpas solo sin paredes laterales.
11. El funcionamiento de los juegos de agua en **Cannery Park** y **Castro Valley Community Park** no está garantizado. No se otorgarán reembolsos por alquiler de áreas de picnic si los juegos de agua no están operativos.
12. Los juegos mecánicos del Parque Kennedy operan **solo los sábados y domingos de 11:00 a.m. a 4:00 p.m.**, si el clima lo permite. No se otorgarán reembolsos por cierres de juegos debido a mantenimiento u otras circunstancias imprevistas.
13. **Limpieza:** El titular del permiso será responsable de la limpieza relacionada con la actividad del picnic, incluyendo la remoción de toda decoración. No se permite el uso de grapas, clavos, cinta adhesiva ni otros métodos similares de fijación. No se permite confeti, semillas, arroz ni piñatas. Todos los globos de helio deben estar asegurados. **Está prohibido liberar globos u otros objetos llenos de helio.**



Cancelaciones por Lluvia:

En caso de lluvia intensa en el parque y si su picnic es cancelado debido al clima, por favor envíe un correo a reservations@haywardrec.org o llame al (510) 881-6700 dentro de los 3 días hábiles posteriores a la fecha programada del picnic para solicitar un reembolso o crédito en su cuenta. Puede reprogramar su reservación para otra fecha disponible. Si prefiere un reembolso y el pago original fue en efectivo o cheque, se emitirá un cheque en un plazo aproximado de **3 a 6 semanas**. Si el pago fue con tarjeta de crédito, el reembolso se realizará a la misma tarjeta utilizada. **No se otorgan reembolsos en efectivo**. Si tiene preguntas sobre su reservación, escriba a reservations@haywardrec.org o llame al (510) 881-6700.

Para reportar inquietudes o solicitar asistencia fuera del horario laboral, fines de semana o días festivos:

Llame al (510) 881-6700 y presione 1 para comunicarse con un operador que enviará personal para asistirle.

Política de Cancelación y Reembolsos para Alquiler de Instalaciones y Áreas de Picnic

- a. Todos los cambios relacionados con la fecha, ubicación o cancelación del permiso están sujetos a una **tarifa de cancelación o cambio de \$50.00** y deben hacerse por escrito al correo Reservations@HaywardRec.org con al menos **catorce (14) días naturales** de anticipación a la fecha del evento.
- b. No se otorgan reembolsos por sitios de picnic no utilizados.
- c. En caso de condiciones climáticas adversas, se otorgará un reembolso si se notifica al Distrito por escrito dentro de **una (1) semana** después de la fecha programada de uso, enviando un correo a Reservations@HaywardRec.org.
- d. Las cancelaciones con menos de **catorce (14) días naturales** antes de la fecha del evento implican la pérdida del **50% de las tarifas de alquiler pagadas**.



CODE OF CONDUCT

Hayward Area Recreation and Park District is committed to serving the Greater Hayward Area with the highest quality program experience. We are committed to providing a positive recreational experience. In order to ensure that all participants and staff are provided a positive, safe and open experience the following **“Code of Conduct”** expectations will apply. Please immediately report any concerns to District staff or call (510) 881-6700.

Participants and Staff are expected to:

1. Follow and adhere to all District, Local, State and Federal Laws, Regulations and/or Local Ordinances with regard to behavior. Parents and guardians of minors are responsible for adherence to District Regulations for those in their care.
2. Participants and Staff are expected to be considerate of others. Treat others with kindness, courtesy, and respect.
3. Refrain from using abusive, obscene, threatening, harassing, insulting or suggestive language or gestures.
4. Refrain from engaging in (or threatening) physical violence, intimidation, assault, or battery, including but not limited to unwanted/unsolicited touching.
5. Protect and respect the facility and grounds of the District including equipment, supplies, furnishings and landscaping. Report any vandalism to staff or call (510) 881-6700.
6. Refrain from loitering or sleeping in facilities or on District grounds, or using public areas such as restrooms for personal hygiene (shaving, bathing, etc.).
7. Specific District authorization, permit and approval are required for video or audio recording on District property.
8. Offensive body odors that affect others including the use of scented products or insufficient personal hygiene may result in being asked to leave our facilities or programs until offensive odors are eliminated, remedied or limited.
9. For safety, individuals must be able to care for themselves while partaking in Center activities. Staff may determine for the participant’s safety that it is required for the patron to be accompanied by an attendant. The attendant is required to remain with patron during activities and on the premises for the duration of participation.

Thank you for assisting our District in providing positive experiences at our facilities and parks. Depending on the nature of violation of the Code of Conduct or District Rules and regulations the District reserves the right to warn, cite, refer to Law enforcement or request the immediate removal of a participant from District grounds, facility, and or program