

Metroparks Toledo Glass City Pavilion & Event Lawn Rules and Regulations

Thank you for selecting the Metroparks for your upcoming event. As part of your Rental Agreement, we would like to provide you with some information regarding your reservation. Use of the Glass City Pavilion & Event Lawn is subject to the following rules and regulations. By completing your reservation, you agree to abide by the Rules and Regulations set forth below as well as all Rules and Regulations of Metroparks Toledo.

Access to Glass City Pavilion

If your event includes catering and hospitality services, please coordinate all plans directly with the Hajjar Hospitality event team. This includes scheduling arrival times for both setup and guest arrivals.

***For events that only require food delivery/drop-off or do not involve catering and hospitality services, follow the steps below to access the site:*

- **Metroparks Ranger on Duty:** To gain access to the Glass City Pavilion, call the Metroparks Ranger on duty at 419-407-9718, option 3. We recommend placing your call at least 45 minutes before your arrival. The on-duty ranger is also available to assist with any Metroparks-related questions during your rental.

Exclusive Catering and Beverage Service

As a licensed food and beverage service facility, Hajjar Hospitality is the exclusive provider of catering and alcohol service for all events held at the Glass City Pavilion and Event Lawn.

Outside food and beverages are not permitted at Glass City Pavilion & Event Lawn, except for a special occasion cake with prior approval from Metroparks and Hajjar Hospitality. All catering and bar packages are subject to sales tax and a 12% service charge. Additional fees may apply for services requiring dedicated servers for food stations or mobile bars, as well as for drop-off and delivery services.

To ensure proper planning, all menu selections and event details must be finalized at least 14 business days prior to the event. Special menu requests and themed event packages may be accommodated upon request. For further details or special accommodations, please contact Hajjar Hospitality at pocopiattiparty@gmail.com or 419-931-0281 Ext. 1.

Alcohol Policy

Hajjar Hospitality is the designated liquor license holder for specific sites at Glass City Metropark, including the Glass City Pavilion & Event Lawn, Market Hall, The Ribbon, and Cabana Village. In accordance with applicable laws, alcohol is permitted only when served in coordination with Hajjar Hospitality.

- **Outside alcohol is strictly prohibited** at the Glass City Pavilion & Event Lawn.
- **Alcohol service and consumption are allowed only within the premises of the Glass City Pavilion & Event Lawn**, with Hajjar Hospitality serving as the sole provider of alcoholic beverages.
- Alcohol service must conclude 1 hour before the scheduled end of the event.
- Ticket sales for alcoholic beverages will stop 1.5 hours prior to the event's end (no later than 9:30 PM unless advanced permission is granted by Metroparks Toledo).
- All alcohol sales will cease 1 hour before the event concludes (no later than 10:00 PM unless advanced permission is granted by Metroparks Toledo).

Hajjar Hospitality, as the Glass City Metropark concessionaire and license holder, is solely responsible for the sale, service, and responsible management of alcohol consumption at this facilities.

Food Truck Permits at Glass City Event Lawn

Metroparks and Hajjar Hospitality will allow food trucks for large-scale events at the Glass City Event Lawn, provided the following conditions are met:

- A request is submitted and approved in advance by Metroparks and Hajjar Hospitality.

- All participating food trucks must have proper licensing and permits from the City of Toledo.
- Food trucks may only sell food items for individual purchase or event concessions—catering or group orders are not permitted.
- Food trucks must refrain from selling beverages already offered by Hajjar Hospitality, including water, soft drinks, and alcohol, unless prior approval is granted.
- All food and beverages served inside the Glass City Pavilion must be provided exclusively by Hajjar Hospitality.
- Event organizers must pay a **\$50 permit fee per food truck** for each event.

For approval and further details, please contact Metroparks in advance.

Contact Phone Numbers & Emails

- Metroparks Customer Service: (Monday-Friday 9:00 a.m.-5:00 p.m., Saturday 9:00 a.m. – 4:00 p.m.) 419-407-9700 or GCRiverWalk@metroparkstoledo.com
- Hajjar Hospitality: 419-931-0281 Ext. 1 or pocopiattiparty@gmail.com

Arrival Time / Rental Time

The Glass City Pavilion will be available at the arrival time indicated on your reservation.

****Important note: Your rental time includes time for event setup, event duration and teardown.**

Outside Vendors

For full day rentals, the facility is to remain locked when no one is there. Please designate a member of your party to remain at the facility to let vendors into the building throughout the day.

Decorations

Metroparks prohibits the nailing, stapling and taping of decorations and/or signs within facilities or on park property including park signage and trees. The Reservation Holder is responsible for removal of all decorations, removal of any items of property brought into the facility, and deposit of trash in the appropriate receptacles, by the agreed upon departure time. Glitter decorations and confetti are prohibited indoors. Candles in enclosed containers are acceptable. The release of balloons, rice, birdseed, flower petals, birds, animals or insects, including butterflies, is not permitted within Metroparks. Bubbles, whistles or noisemakers are suggested as alternatives in outdoor areas. Helium balloons are not permitted in the Metroparks.

Departure Time

If your event includes catering and hospitality services, please coordinate the departure time of your guests directly with the Hajjar Hospitality event team. This includes ensuring your guests leave the premises and all décor and event supplies are removed by the planned departure time. The event team at Hajjar Hospitality will coordinate building lock up with Metroparks Rangers at the completion of your event.

***For events that only require food delivery/drop-off or do not involve catering and hospitality services, follow the steps below:*

- **Metroparks Ranger on Duty:** Please call the ranger on duty at 419-407-9718, option 3, when you and all members of your party leave the facility at the end of your reservation. Everyone and everything must be out of the building by the agreed upon departure time of your reservation, with all clean up complete. Non-compliance may result in additional fees incurred for prolonged rental time. Adjustments may be made to your arrival or departure time up to two weeks prior to your reservation, based on availability (it is possible that another event could be booked before or after your event). Adjustments may be made by calling 419-407-9714, 9:00 a.m.-5:00 p.m., Monday-Friday.

Music / Amplified Sound

Music inside the Glass City Pavilion must be kept at an acceptable level, as determined by Park Staff, and should not be heard within 50 feet of the building. For Music / Amplified Sound at the Glass City Event Lawn, Reservation Holder will need to submit information for the following approvals:

- Approval of site map
- Approval of band/artist
- Approval of stage/setup and amplified sound system being used
- Approval of power needs
- Approval of performance times (permitted only between the hours of 8 a.m. and 10 p.m.)
- Approval of anticipated attendance, parking and transportation plans

Damage Fee and Liability for Major Damages:

By making this reservation, the renter acknowledges that they are responsible for adhering to all facility rules and for leaving the space in the same condition as it was provided.

- **Damage or Rule Violation Fee:**
If rules are violated, or if damages or excessive mess occur during the rental, a \$150 damage fee will be assessed after your event date. This fee will be invoiced to the renter, along with documentation.
- **Liability for Major Damages:**
For damages exceeding the \$150 fee, additional charges will apply to cover repair or replacement costs. In severe cases, further action may be taken, which could include legal measures to recover the full cost of damages.

Electricity

Electricity is available inside the Glass City Pavilion and outside on the Glass City Event Lawn. For large scale events using the Glass City Event Lawn using professional sound services, show power (400 amp, 3 phase) is available upon request, for an additional fee.

Fundraising Events

Non-profit and commercial organizations may hold fundraising events at Glass City Pavilion & Event Lawn. Money for raffles, admissions, registration, merchandise sales, etc. can only be exchanged inside the rental facility or at approved sites on the Glass City Event Lawn. All organizations renting space are subject to the requirements promulgated by the State of Ohio laws and set forth Metroparks policies.

Indemnification

To the fullest extent permitted by law, the Reservation Holder shall indemnify defend and hold harmless Metroparks, its officers, employees, or any of them, from and against claims, damages, losses and expenses, including but not limited to attorneys' fees, arising out of the acts or omissions of the Reservation Holder, provided that such claim, damage loss or expense is attributable to bodily injury, sickness, disease or death, or injury to or destruction of property including loss of use resulting there from, but only to the extent caused in whole or in part by the acts or omissions of the Reservation Holder, its agents, guests, or anyone directly or indirectly invited by them or anyone for whose acts they may be liable, regardless of whether or not such claim damage, loss or expense is caused in part by a party indemnified hereunder. Such obligations shall not be construed to negate, abridge, or reduce other rights or obligations of indemnity which would otherwise exist as to a party or person described in this paragraph.

Parking

All parking areas are open for public use. No parking spaces can or will be reserved. Reservation Holders and guests must park only in designated spaces to avoid a citation.

Cancellation Policy

We understand that plans can change, and we strive to provide flexibility while ensuring our services are adequately prepared for your event. Please review the following cancellation policy for events at the Glass City Pavilion & Event Lawn at Glass City Metropark:

- **Non-Refundable Catering Deposits:** All deposits made toward catering and beverage services with Hajjar Hospitality are non-refundable.
- **Cancellation Timelines:**

- Cancellations made **more than 90 days** prior to the event will receive a **90% refund** of the facility rental fee.
- Cancellations made **30–90 days** prior to the event will receive a **75% refund** of the facility rental fee.
- ****Cancellations made 30 days or less** days prior to the event will **not be eligible for a refund** but may receive an exchange or credit toward a future event.
- ****Rescheduling Option:** Events may be rescheduled to a later date, subject to availability, without incurring additional rental fees.
- **Unforeseen Emergencies:** In cases of severe weather or other unforeseen emergencies, we will make every effort to work with you to find a mutually agreeable solution.

*****Please note that additional food and beverage costs may apply on late cancellation within 14 days to the event date due to pre-ordered food and beverage items.***

Personal Property

Items left at any Metroparks facility after the agreed upon departure time will be disposed of. Metroparks is not responsible for lost, stolen or misplaced property/items. This includes flowers and decorations. No access will be granted the following day to retrieve items.

Recreation

Volleyball, badminton, Frisbee tossing and ball playing are permitted. Inflatable bouncing moonwalks, dunk tanks, water balloons, horseshoes or golf of any kind are not permitted.

Tents

Events utilizing the Glass City Pavilion & Event Lawn may choose to setup tents at designated locations on the Glass City Pavilion Patio and Glass City Event Lawn. Approval of tent size and final location is at the sole discretion of Metroparks Toledo. Once Metroparks Toledo authorizes the use of a tent for your event, you must obtain all applicable City of Toledo and/or State of Ohio tent permits through a licensed vendor. All fees associated with tent rentals are the responsibility of the Reservation Holder. Tent inspections may not be available for weekend events, please be sure to factor inspections into your setup days and times. **Important Note:** The driving of stakes to install tents, booths or canopies is prohibited in all areas.

Rental Agreement

A Rental Receipt must be obtained when the Glass City Pavilion and/or the Glass City Event Lawn is reserved. It is understood that the facility is reserved only for the individual or group listed on the Rental Receipt.

Setup & Teardown

If your event includes catering and hospitality services, please coordinate the facility setup directly with the Hajjar Hospitality event team.

***For events that only require food delivery/drop-off or do not involve catering and hospitality services, follow the steps below:*

Reservation holder must work with Metroparks Customer Service staff on the number of tables to be set up. There are a total of 19 (5 foot) round and 10 (5 foot) rectangular tables available. If the reservation holder does not contact Metroparks Customer Service there will be 12 (5 foot) round tables and 3 (5 foot) rectangular tables in the room. No modifications may be made on the day of the rental. Reservation Holder will be responsible for their own setup.

Signage

Signs that do not obstruct motorist or pedestrian sight lines may be put in the ground to direct invited guests to a reserved area. All signs must be removed at the conclusion of the rental. A littering citation for any signs left in the park will be issued and mailed to the person listed on the Rental Receipt.

Smoking/Vaping

Smoking/Vaping is not permitted indoors and within 25 feet of any Metroparks facility.

Soliciting

Soliciting is not permitted in any Metropark.

Termination of Rental Agreement

It is understood by the reservation holder that Metroparks shall have the right to terminate any rental agreement without notice in the event of non-compliance with any of Metroparks Rules and Regulations.

Vehicles

Vehicles must remain in approved parking areas and may not drive up to the facility to unload. Vehicles left overnight at any Metroparks facility require a signed Release of Liability. Please call the ranger on duty to obtain a Release of Liability form.

Weather Emergency

In the event of a Level 3 Snow Emergency in Lucas County, all Metroparks will close to visitors. Reservations scheduled to take place that day will be cancelled and full refunds will be issued. In the event that a severe thunderstorm warning or tornado warning is issued on the day of your event and interrupts your event, a full refund may be obtained by calling 419-407-9700.

For large scale outdoor events at the Glass City Event Lawn, Metroparks Toledo reserves the right to cancel or relocate an event due to poor weather and/or turf conditions prior to or on the day of the event that may cause excessive damage to the park property. Decisions will be made at the sole discretion of the park management team or Metroparks Toledo Rangers. Refunds will not be granted for inclement weather, however, make up dates will be provided as an option, based on availability, at no additional fee for the Reservation Holder.