



# COMMUNITY IMPACT CENTER EVENT VENUE FAQ's

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## GENERAL

What is included in a Full Venue Rental? What is included in a Partial Rental? Is the upstairs space available?

- Full Venue Rental includes: Community Ballrooms A, B, & C, Lobby, VP Meeting Room, Green Room, Catering Prep Area, Oak Grove, and outdoor terrace.
- Partial Rentals of Community Ballrooms A, B, C, or Lobby include those individual spaces and the Catering Prep Area. The outdoor terrace may be used, but it is not reserved exclusively for the client event.
- The Sustainer's Lounge and Mezzanine are available as add-on rentals.

[Am I required to purchase event insurance?](#)

Per the CIC rental contract, all full venue rentals must purchase \$1 million in event liability insurance. Partial venue rentals are not required to purchase insurance.

[www.privateeventinsurance.com](http://www.privateeventinsurance.com)

\*The JLA does not profit from the purchase of this insurance.

[Does the CIC have noise restrictions?](#) All music and amplified sound must be off by midnight any night of the week, and no amplified sound is permitted outdoors. Sound may not exceed 85 decibels.

[Is smoking allowed at the CIC?](#)

Smoking is only allowed in designated areas: front plaza and outdoor terrace.

[Is a security officer provided for events?](#)

The CIC will provide one security officer (off-duty police officer) for events outside of business hours, or for any event that serves alcohol. For large-scale events over 175 attendees, there is a \$60/hour fee for an additional security officer. Security officer(s) will be present from the start of event time to the end of rental period.

[Will a Venue Manager be present for my event at the CIC?](#)

Yes. A Venue Manager will be present to greet the client and vendors, assist with initial A/V setup, and will remain onsite during the entire rental period. However, the Venue Manager does not act as an event coordinator or run A/V during an event.

## FURNITURE

[What furniture is available for clients' use?](#)

- 450 black dining chairs
- (45) 72" round tables
- (10) 30" x 96" rectangular buffet tables
- (5) 30" x 60" rectangular buffet tables
- (12) 24" round cocktail tables
- 2 podiums

[Are linens included in a rental?](#)

Linens are not included, but we do recommend their use. The following companies are pre-approved and recommended for rental needs:

- Marquee Events
- Monarch Events
- Premiere Events

### What size linens are needed for tables?

- 132" for 72" round tables
- 90"x132" for 6' rectangular tables
- 90"x156" for 8' rectangular tables
- 120" for cocktail height tables

### Is there a stage or dance floor available?

#### What about podiums?

- The CIC does not have a stage or dance floor. These items can be rented from any of our pre-approved event rental companies.
- We have two podiums available that are included with rental (24"w x 18"d x 46" h).

### Is the piano available for event use?

Yes. Please note that the piano cannot be moved from its current location.

## DÉCOR

### Are there any restrictions for event decor?

Nothing may hang from the walls or ceiling. With Full Venue Rentals, lightweight decorative items may be hung from railings, but no adhesives may be used. Balloons must be anchored so that there is no risk of floating to the ceiling. Items may not be hung from the chandeliers or acoustic panels in the Community Room. Ignoring these restrictions will result in deduction from security deposit.

### Does the CIC allow candles/open flames?

Candles may be used as long as they are in a container: pillar candles in a glass vase or lantern, and tea lights in votive candle holders.

## TIME FRAME

### Is there a minimum time rental requirement for Community Rooms & Lobby?

Yes. Both require a minimum 4-hour rental.

### Is there a minimum time rental requirement for the VP Room?

The VP Room has a 2-hour minimum time rental.

### What are limitations on load-in/load-out time?

Load-in and load-out must occur within the rental window. Any deviation from the rental window will

result in additional charges of \$500 per hour. The CIC unfortunately cannot accommodate deliveries or pick-ups outside the rental period.

## AUDIO/VISUAL SPECIFICS

### Does the CIC offer projectors and screens for presentations?

Rentals of Community Room A and Full Community Room offer drop-down screens and projectors along two walls.

- Screen size along windows: 8'2" x 13'4"
- Screen size along solid wall: 8' x 13'2"
- You may bring in your own projector and screen if renting Community Rooms B/C

### How does the CIC's A/V system work?

Images, slide decks, videos, etc. can be projected on one or both screens by connecting a laptop to the A/V system via a CIC-provided HDMI cable. The CIC can provide adapters for computers that don't have an HDMI port or clients may bring their own. If the media being displayed has audio, it will play through the house sound system. Wireless projection is available, however connecting via HDMI results in better video quality.

### Does the CIC provide microphones?

The CIC has 4 lavalier (lapel), 4 handheld, and 6 tabletop microphones available. Our system supports the use of up to 4 microphones (of any type) at one time. Speakers in the lobby are on a separate system than in the Community Room, so microphones do not project into the lobby.

### May I use the TV in the lobby for my event?

With Full Community Room rentals, the client can display a logo or slideshow. Images must be submitted at least 14 days in advance of the event. Supported formats are BMP, PNG, and JPG.

### Does the CIC have WiFi?

Yes, the CIC has a password-protected guest network available to clients.

### Can I use mobile bidding for my auction event?

Yes, the client will be provided access to the password-protected guest WiFi network for bidders, and with advance notice, can provide separate WiFi or hard-wired network access for the auction company.

### Is A/V support included with my rental?

The Venue Manager can assist with initial A/V setup and troubleshoot any issues, but will not run A/V presentations during the event.

## CATERING & ALCOHOL POLICIES

### Is on-site cooking allowed?

The CIC does not have heating elements on site. Catering companies are welcome to bring their own commercial food warmers and some cooking elements are allowed to be set up in Parking Garage.

### Are there refrigerators or ice makers available at the CIC?

There is no on-site refrigeration or ice maker, however caterers are permitted to bring in and store ice chests and other refrigeration units as needed.

### Who are the approved catering companies? :

- Alfred's Catering
- Aphrodite Oysters & Catering
- Austin Catering
- Contigo Catering
- Crave Catering
- Flavor Co. Catering
- Hank's Catering
- La Pera Catering
- Peached Tortilla
- PEJ Events
- Primizie
- Rosemary's Catering
- Root Cellar Catering Co.
- Sterling Events
- Vestals Catering
- Word of Mouth Catering

All provide excellent service, are familiar with our space, and are aware of venue policies for catering and clean-up.

\*The JLA does not profit from vendor referrals and/or requirements.

### Where may catering companies park?

Parking arrangements for catering vans can be addressed during your pre-event walkthrough. Parking is available on the ground floor of the garage, with direct access into the hallway that leads to the catering prep area. Larger catering trucks can be parked on the south end of the CIC.

### How early can caterers access the building?

Catering arrival and departure times must be within the rental window.

### May I use a caterer that is not on the approved list for a full-day event rental?

With 60-day advance notice, clients may use a catering company not on the approved list - provided it is a full-service caterer. There is an additional charge of \$500 and the caterer must provide insurance documentation.

### Event Clean-up Requirements:

- Ballroom and/or Lobby trash removed from trash cans and placed in on-site dumpsters
- Trash can liners replaced after trash is removed to dumpster
- Catering prep area cleaned – floors mopped and tables wiped down
- Ballroom and/or Lobby Floor spot-cleaned

### Can food be brought in from any commercial kitchen?

Yes, this is allowed for partial rentals only. Please inform the Venue Manager if additional trash cans will be needed to accommodate disposable plates or boxes.

If we want to provide our own home-cooked food for an event, or bring a few homemade food items in addition to having a caterer, is that allowed?

No. Only food prepared in commercial kitchens is permitted to be served.

Is there an alcohol policy for the venue - can we provide our own alcohol and are we required to use TABC certified bartenders?

Yes, clients can provide their own alcohol but it must be served by a TABC certified and insured bartender. Guests are prohibited from self serving.

Who are the approved bartending companies?

- Austin Elite
- Drink Slingers
- Elevate Bartending

## CAPACITY & SPACE DETAILS

What are the dimensions of each Community Room?

Ballroom A: 80' x 60'

Ballroom B: 41' x 29.5'

Ballroom C: 41' x 29.5'

Ballrooms B&C: 41' x 60'

Full Community Ballroom: 121' x 60'

Ceiling Height: 11' 10"

Doorway Height: 9' 10"

How many 72-inch round tables fit in each space?

A: 25 tables

B: 6 tables

C: 6 tables

B&C: 12-15 tables

Full Community Room: 40 tables

\*With 8-10 chairs per table

What are the theater-style seating capacity limits of the CIC?

A: 320 chairs

B: 60 chairs

C: 60 chairs

B&C: 150 chairs

Full Community Room: 450 chairs

## INVOICE & PAYMENT DETAILS

How do I book the CIC when I'm ready?

Email [cicrental@jlaustin.org](mailto:cicrental@jlaustin.org) to move forward with booking. Once booking info is received, the client will receive proposal, contract, and payment instructions via email through HoneyBook software.

What method of payments are available?

Payments may be made via credit card or check. All credit card payments are processed through HoneyBook. All checks should be payable to JLA with CIC External Events noted on the check.

Is a security deposit required?

Yes. A security deposit is due upon booking, and is fully refundable if no damage or other issues occur. The deposit is \$500 for partial-day rentals or \$1,000 for full-day rentals. The VP Room requires a \$150 deposit.

Is there an administrative fee?

Yes. A 10% administrative fee is included in all contracts and goes toward event set-up, venue management, security, trash disposal, HoneyBook software, & Social Tables software.

Is there a payment schedule?

Yes, 50% of your event fee is due 60 days from the date the contract was signed. The other 50% is due 60 days prior to the Event Date. (\*\*If Event Date is within 60 days, the full rental fee is due at signing.)

Do you offer a nonprofit discount?

Yes. A 10% discount on the rental fee is offered for Sunday-Thursday events and a 5% discount on the rental fee for Friday & Saturday events.

## PARKING DETAILS

How many parking spaces are available?

The CIC garage holds approximately 230 parking spaces. Street parking is available on Bluffstone Lane and Bluffstone Cove. Central Texas Valet is the required valet company.