ARAPAHOE COUNTY

OPEN SPACES

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Arapahoe County Fairgrounds and Park
Venue Calendar Process
April 2025

The following outlines the Venue Calendar Process for reservations and events occurring in a calendar year. Since the booking process occurs in the year prior to the desired event date, this document uses the 2025 and 2026 calendar years to illustrate this sequence.

This document explains the approach event staff uses when calendaring events. It also details the notification expectations event holders (i.e. entity requesting the event) can expect from the county and the expectations the county has of event holders.

The three types of venues booked by Arapahoe County Fairgrounds and Park are:
1.) Reoccurring Events;
2.) New Events; and
3.) 4H/Interdepartmental Events

Throughout the document certain terms are used. Those are defined as:

Events: Unique programmatic offerings (e.g. Dog Shows)
Reservations/Occurrences: Secured dates for each unique programmatic offering (e.g. Friday, Saturday & Sunday for the Dog Show)
Scheduling and Client Specialist: An Open Spaces Employee tasked with managing the venue calendar
Event Coordinator: An Open Spaces Employee who works with clients interested in booking Event Center space.

1.) Venue Calendar Process for Reoccurring Events (excluding 4H/Interdepartmental)

What defines a reoccurring event?

- All venue events such as trade shows and animal shows. This excludes private weddings and quinceaneras which are one-time in nature.

- Clients must have hosted an event with our venue for at least one year.
    - If the client has chosen to add an additional reservation/occurrence for their reoccurring event, that new reservation/occurrence will be treated as a new request and added to the appropriate year's wait list.
    - If the client would like to add a new event, that event would also be added to the appropriate year's wait list.
- The booking priority for a desired date is awarded to the reoccurring event that has hosted the greater number of years / events with the facility.

December 2024 / January 2025

- Scheduling and Client Relations Specialist (SCRS) inputs all Arapahoe County (AC) holidays, and AC Signature Events into Momentus, the facility's event booking software.
- SCRS inputs reoccurring events that took place in the current calendar year (2025 for 2026).
- Event Coordinators send an email in January 2025 to their reoccurring events that will occur in 2025. The email outlines dates that are traditionally held for their event and requests they confirm their new dates for the next calendar year (2026).
    - The submitted dates from the client are a request **not** a guarantee.

February / March 2025

- All reoccurring event requests are due to Event Coordinators by March 3, 2025 for each event holder.
    - If responses are received after the timeline outlined above, the event request will be moved to the wait list.
    - Exceptions to this timeline will be at the discretion of the Fairgrounds Site Manager.
- As responses come through from reoccurring event holders, Event Coordinators input the confirmed dates into the 2026 Proposed Events spreadsheet on MS Teams.
- Once the 2026 Proposed Events spreadsheet has been updated / confirmed, SCRS inputs these events into Momentus under a "Hold" status.
- If there are any conflicts with the originally submitted dates, SCRS will notify the Event Coordinator who will then notify the event holder their requested dates are not available. At that time, the Event Coordinator will request a new set of dates for review and consideration.

2.) Venue Calendar Process for New Events (excluding 4H/Interdepartmental)

What defines a new event?

- A first-time event with our facility (e.g. quinceanera or wedding) .
- A repurposed event or an event that has not been held at the facility in the last two years.

April 2025

- **The 2026 waiting list is located on the G drive in the 2026 folder**
    - G:\Open Space\Heritage_Areas\Fairgrounds\Events\FACILITY RENTALS and EVENTS\2026 Events
- SCRS creates a list of available booking dates / halls that were not committed to the reoccurring events.
- SCRS contacts the first 10 clients on the Event Center waiting list via phone/email
- Scenario #1
    - SCRS speaks to the client to confirm they are still interested in the proposed date / hall as documented on the waiting list.
    - If the date / hall is available, and they are still interested in that specific date, the SCRS will send an inquiry email with details to move the event forward in the booking process.
    - The client has 48 hours to respond and complete documents associated with the inquiry email. In the case of an email that is sent on a Friday, the client will have until the 48-hour mark on the following Tuesday to respond. For example, if an email is sent on Friday at 1:30, the client will have until the following Tuesday at 1:30 to respond. If Monday is a holiday, the client would have until Wednesday at 1:30 to respond.
    - Once the email response is received, the SCRS will send a rental quote for the confirmed date / hall.
    - The SCRS inputs the event into Momentus under a “Hold” status.
    - The client has a 30-day hold to schedule a contract signing to be eligible to continue in the booking process.
    - At this time, the client can request a tour, if needed, during the 30-day hold.
- Scenario #2
    - SCRS does not get in touch with the client via a phone call or email.

    - If SCRS calls via phone, they will leave a voice message requesting the client return the call to discuss their event request.
    - The client has 48 hours to respond to the voicemail/email. If there is no response after 48 hours, the requested date/hall is removed from the waiting list. In the case of a voicemail/email that is sent on a Friday, the client will have until the 48-hour mark on the following Tuesday to respond. For example, if an email is sent on Friday at 1:30, the client will have until the following Tuesday at 1:30 to respond. If Monday is a holiday, the client would have until Wednesday at 1:30 to respond.
- SCRS will call / email all clients on the waiting list even if the requested date / hall is not available. SCRS will inform the client of which dates / halls are available to see if the client is interested in moving their request to align with a date and location that is available.
- SCRS will continue to contact (10) clients per day until all clients have been contacted via phone / email and/or all the available booking dates / halls have been filled.

3. Venue Calendar Process for 4H/Interdepartmental

What defines an Interdepartmental Event

- Any department or function directly within or related to Arapahoe County Government.

What defines a 4H Event

- Event organization must be affiliated with Arapahoe County CSU Extension and its direct program or educational functions.

December 2024

- SCRS to work with Communication's staff to create an AC Weekly email to all Arapahoe County Staff requesting all rental requests from interdepartmental clients be sent to the SCRS before the 2026 calendar opens to the general public in April 2025.

January - April 2025

- All 4H/Interdepartmental events requests are due back to the SCRS by April 7, 2025.
- As responses come through from the various County departments, the SCRS will input the requested dates / halls into the 2026 Proposed Events spreadsheet on MS Teams.
- The department has 48 hours to respond with the completed interdepartmental form.

If there is no response after 48 hours, the requested date / hall will be removed from the spreadsheet. In the case of a voicemail/email that is sent on a Friday, the department will have until the 48-hour mark on the following Tuesday to respond. For example, if an email is sent on Friday at 1:30, the client will have until the following Tuesday at 1:30 to respond. If Monday is a holiday, the client would have until Wednesday at 1:30 to respond.

  - SCRS will send a reminder via email as the deadline is approaching.
  - The submitted dates from the departments are a request **not** a guarantee.

- Once the 2026 Proposed Events spreadsheet has been updated / confirmed, SCRS inputs these events into Momentus with "Interdepartmental" status.
- If there are any conflicts with the originally submitted dates, SCRS will notify the department contact that their requested dates / halls are not available. At that time, SCRS will request a new set of dates / halls for review.

Booking Criteria

- The booking priority is awarded to the reoccurring event which has hosted the greater number of years / events with our facility and is in good standing with established procedures and facility use policies. This allows the county to honor the roughly 30% of return, paying customers that use the county's facility and their ongoing business relationship with the county.

- The booking priority for 4H/Interdepartmental is scheduled on a first come, first serve basis. All 4H/Interdepartmental events need to have an Interdepartmental Request Form on file to confirm the booking. Contact Roxanna Torres (rtorres@arapahoegov.com) if you need an Interdepartmental Form.

- It is preferred that 4H/Interdepartmental events be booked Monday-Thursday to reserve space on the calendar (Friday-Sunday) for paid events.
- If multiple events are being booked on the same weekend, one hall needs to be free and unscheduled in between each event. For example, if Exhibition Hall A is booked, the Main Hall or East Hall can be booked on the same weekend. This allows the county to respect the events occurring while ensuring access to bathrooms, parking and other common areas.
- If an event is loading in on Monday, the event holder can have access to the facility after 2pm. On average, it takes 4-5 hours to take down an event that finishes up on Sunday. This 2pm load in start time allows the prior event holder and county staff to ensure the facility is ready for the next event. Exceptions to this rule include:

    - No weekend events took place prior to the Monday load in.
    - No event took place in the specific hall prior to the Monday load in.
- No new/reoccurring events to be booked after June 2025 for the rest of 2025 and 2026. (excluding 4H/Interdepartmental events)
    - Any requests after June 2025 through 2026 must be approved by the Fairgrounds Site Manager, the Operations Supervisor and the Event and Business Development Supervisor.
- Next day events, in the same hall, need a minimum of 24 hours to allow staff to flip the facility. If a load-in day is requested, event holder will not have access to the space until after 2pm the following day.
- When booking multiple events, be sure to look at the parking requirements for each event as well as restroom access. Should a conflict arise, event staff will visit with the client as soon as the conflict is identified, explain the conflict, and brainstorm alternatives.
- Event holder is limited to (3) reservations on the booking calendar. This is to continue our efforts in diversifying the booking calendar and serving more of our community and event holder needs. This applies only to paid events and does not include 4H/interdepartmental.
    - In extenuating circumstances, the county will allow for an exception if approved by the Fairgrounds Site Manager.
- Requested dates via phone, email, and/or online submission portal from venue clients and 4H /Interdepartmental are a request **not** a guarantee. Until a contract with a 25% deposit is received or an Interdepartmental Form is received, the date is not reserved / confirmed on the booking calendar.

<u>Cancellations</u>

No shows:

If a 4H/Interdepartmental event has requested a date / space and has cancelled or “no showed” without communication ahead of time, exceeding three times, Event Staff will remove the booking from the calendar. Prior to removing the booking, event staff will contact the 4H/Interdepartmental requester.

Cancellations prompted by fairgrounds staff:

Occasionally, fairgrounds staff will need to cancel and/or move a 4H/Interdepartmental event. The main reason for a cancellation includes accommodating a priority event and a pattern of ‘no shows’ or cancellations.

Prior to cancellation, event staff will visit with the 4H/Interdepartmental requester as soon as the conflict is identified, explain the conflict, and brainstorm alternatives. It is understood that a cancellation is disruptive so event staff will strive to help accommodate a change to the best of their ability.

Cancellations prompted by event holders:

Event holders are asked to notify the SCRS as soon as possible when an event has been cancelled. Event staff arrange their work schedules and set-up efforts based on calendared events. Knowledge of cancellations is a tremendous help and a sign of respect for the event team's limited time.