

# Gateway Family Therapy & Wellness – Room Rental Policy

This policy applies to all individuals and organizations renting space at Gateway Family Therapy & Wellness, including the training room, massage room, and private office.

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## Booking & Payment

- All rentals are for **short-term use only** and must align with professional, wellness, or educational purposes.
  - Space is **not confirmed** until approved and payment is received in full.
  - Bookings include access only to the space(s) selected during checkout. Additional space requires approval and additional fees.
  - Add-ons such as kitchen access, breakout rooms, and projector use are available at additional cost and must be selected at booking.
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## Cancellation & Refund Policy

- **7 or more days** before reservation: Full refund
- **3–6 days** before: 50% refund
- **Less than 72 hours** before or no-show: No refund
- Refunds will not be issued for unused time due to early departure or late arrival.

*If Gateway must cancel your reservation for safety or facility reasons, you will receive a full refund or reschedule option.*

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## Use of Space

- Rental time must include your **own setup and cleanup**. Early arrivals or late departures may result in additional fees.
- Renters must leave the space in the **same condition** it was received, including:
  - Furniture returned to original layout
  - Trash disposed of in designated bins
  - All personal items removed
- **No smoking, vaping, alcohol, or open flames** are permitted on site.
- Noise must be kept at a reasonable level to avoid disrupting ongoing therapy services.

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## Liability & Insurance

- Gateway is **not responsible** for injury, personal property loss, or damage during your rental.
- Renters are **financially responsible** for any damage caused to rooms, furniture, or equipment.
- Professional renters (e.g., massage therapists, workshop leaders, coaches) must carry **their own liability insurance** and may be asked to provide documentation.
- Gateway may require renters to name Gateway Family Therapy & Wellness as an **additional insured** for higher-risk services.

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## Media & Brand Use

- Use of Gateway's name, logo, or brand in advertising or public materials requires written permission.
- Any photos or video content created during the rental must respect the privacy of Gateway staff, clients, and neighboring offices.

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## Agreement

By booking space with Gateway Family Therapy & Wellness, you agree to all terms outlined in this policy. Violation of any terms may result in denied access, cancellation of future bookings, or additional charges.