

# Frequently Asked Questions

- **What time on Saturday and Sunday can I have an event?**
  - Events on Saturday must end by 3pm to allow time for us to get ready for Saturday night services; Events on Sunday may begin after 2pm to allow time for our Sunday services to complete.
- **How long will it take to get a response after submitting my form?**
  - You will receive a response within 3 business days.
- **Can I print out the form and bring it to the office to discuss in person?**
  - Yes, however you must make an appointment. Call 972-442-2261 and ask for the Event Coordinator.
- **Can I view the facility first before requesting a reservation?**
  - Yes, however you must make an appointment. Call 972-442-2261 and ask for the Event Coordinator.
- **What is the best room for me to rent?**
  - Please review the Rooms for Reservations for a brief description of each space.
- **What does my event rental include?**
  - Your event rental includes use of the room facility you have rented for the agreed upon time, heating or air conditioning during your rental time, and any chairs or tables that your room may already contain as part of the standard set up for that room.
- **How much will my rental cost?**
  - There are several factors that go into the cost of a reservation. These include the room rental, set-up and take-down charges, cleaning and optional charges such as A/V. After you complete your Event Request Form, an Event Coordinator will contact you to finalize your reservation and confirm the total cost of your event.
- **Can I clean the room myself and save the cleaning charge?**
  - There are aspects of take-down and cleaning generally needed to have the facility worship ready for our services. In addition, costs associated with garbage and building maintenance are also offset by this fee. Due to this, a general cleaning fee is charged for all rentals.
- **Do I have to pay a deposit and is it refundable?**
  - Deposits are required for full-building rentals, large events and weddings, which typically exceed \$500. For cancellations 30 days or more in advance of reservation, deposits will be refunded in full. For cancellations under 30 days of reservation, deposits will be refunded at 75%.
- **When will I receive a confirmation?**
  - After the details of your Reservation are finalized and you have signed and returned the Facilities Usage Agreement, then your reservation is then confirmed.
- **When will I receive my invoice?**
  - Your invoice will be emailed to you at least one week prior to your event.
- **When do I have to pay for my reservation?**
  - Full payment is due one day prior to your event. Large events (generally \$500 or greater) are due in full 14 days in advance of your event.
- **What forms of payment do you accept?**
  - FBC accepts cash and checks in person at the church office or credit cards and debit cards online at <https://pushpay.com/pay/fbcwylie/>.
- **Is WiFi included in my reservation?**
  - Large group usage is not currently available. Individual usage can be purchased for \$25.00 per user/per event.