



Offices – 4901 Central College Rd. – Westerville, OH 43081  
Church Building – 4877 Central College Rd. – Westerville, OH 43081  
Email for Facility Scheduling Communication: [FacilityScheduling@GoToQuest.org](mailto:FacilityScheduling@GoToQuest.org)

## CHECKLIST FOR HOW TO REQUEST AND RESERVE INDOOR FACILITY USE

Requests to use the Quest facilities are NOT treated on a first come, first serve basis, rather they are considered based on a number of factors as to how closely tied to the mission of Quest a request is.

Season long requests to use the Quest gym should be done primarily on the following schedule:

Submit completed requests by April 15<sup>1</sup> for Fall Season (August 1 – November 7)

Submit completed requests by July 15<sup>1</sup> for Winter Season (November 1 – February 28)

Submit completed requests by October 15<sup>1</sup> for Spring Season (March 1 - May 31)

Submit completed requests by January 15<sup>1</sup> for Summer Season (June 1 – July 31)

### YOUR FIRST STEPS

- Download the Quest Facility Reservation Checklist from [www.GoToQuest.org](http://www.GoToQuest.org) and read thoroughly
- Check the Facility availability calendar at [www.GoToQuest.org](http://www.GoToQuest.org) under the Facility menu so that you are requesting dates and times where there is currently noted availability.<sup>2</sup>
- Download and read the Quest Facility Fee Schedule that applies to the areas you want to reserve
- Download and complete the Quest Facility Request Form that applies to your area
- Sign, initial and date all required parts of the Quest Facility Request Form
- Get a copy of the insurance certificate<sup>3</sup> of your organization (you may scan this to pdf and submit it electronically)
- Scan and provide a copy of your Driver's License
- Submit your Quest Facility Request Form **And** Proof of Insurance **And** copy of Driver's License to [FacilityScheduling@GoToQuest.org](mailto:FacilityScheduling@GoToQuest.org) or mail it to the above address.

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<sup>1</sup> Requests submitted before this date will not be processed until after this date.

<sup>2</sup> The calendar showing availability does not mean there is availability. Other groups may have applications in process or Quest may be reserving a certain amount of open time so as to have availability for ministry functions or accommodating rescheduling needs of groups booked in other slots in case ministry needs dictate cancellation of someone regularly booked.

<sup>3</sup> All sports teams and adult fitness with community organizations must submit proof of liability insurance coverage for their request to be approved.

- When your request is complete and submitted, Quest will either process your request according to the season schedule above or as soon as possible<sup>4</sup>
- When Quest processes your request, if either your preferred times or alternate times work, we will send you a Quest Facility Reservation Agreement which will include confirmation of times booked, a breakdown of fees for your specific requests.
- If none of your preferred or alternate times are available, we will either let you know times we do have available or that we are unable to serve you at this time.

After receiving your approved Quest Facility Reservation Agreement:

- You will have **2 business days** (not including Friday, since the Quest offices are closed on Friday) to return to Quest:
  - Signed Quest Facility Reservation Agreement
  - Your deposit(s)
  - Fob and Security Fees, if applicable
- Prior to the **first day of usage** you must:
  - If you require one or more key fobs for building access, you must contact [Greg@GoToQuest.org](mailto:Greg@GoToQuest.org) to schedule getting your fob and security training, offered two times per week BY APPOINTMENT ONLY: Wednesday at 5:30 PM and Sunday at 12:30 PM
  - Pay the entirety of your usage fees
  - Have all participants submit a Quest Indemnity Agreement<sup>5</sup>

**After your usage is complete:**

- Your fob will be turned off the week following your last scheduled event
- Your deposit will be returned to you, less any damages if applicable, usually within 2 weeks
- Your fob deposit will only be returned to you if you return the fob to the offices of Quest.

Thank you. Our goal is to be a blessing to our community as we fulfill God's mission for us as a church. We hope your experience with us is both a great blessing to you and your group as well as an excellent experience of communication and service. If you have any feedback that could help us improve, we would welcome you to submit that at [FacilityScheduling@GoToQuest.org](mailto:FacilityScheduling@GoToQuest.org).

<sup>4</sup> Anticipate slower response time leading up to Easter, Christmas, VBS and camp/vacation periods during the summer.

<sup>5</sup> Participants who refuse to submit a Quest Indemnity Agreement will not be permitted to participate in the event.