



first baptist | wylie

a church for the cities

## FAQ

We have compiled a list of the most common questions received when renting our Facility.

[How long will it take to get a response after submitting my form?](#)

You will hear from our staff within 3 business days.

[Can I print out the form and bring it to the office to discuss in person?](#)

Yes, however please 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 please make an appointment. Call 972-442-2261 and ask for the Event Coordinator.

[What is the best room for me to rent?](#)

We have included a brief description of most of our available facilities under Rooms for Reservations. If you have additional questions, please send us an email at [Contact Us](#).

### 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?

Although most users leave the facility clean, there are aspects of take-down and cleaning generally needed in order to have the facility worship-ready for Sunday. 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 or special events and weddings. Generally speaking, the cost of these rentals exceed \$500.00. Deposits are required before reservations are confirmed. 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?

Your Event Coordinator will contact you after your form is submitted. After the details of your reservation are finalized, and you have signed and returned the [Facilities Usage Agreement](#), your reservation is then confirmed. A deposit or payment can then be made either on-line or at the church office.

### 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 revenue events (generally \$500.00 or greater) are due in full 14 days in advance of your event.

### What forms of payment do you accept?

FBC accepts cash, credit cards, debit cards, and checks. These can be made in person at the church office or online at [www.fbcwylie.org](http://www.fbcwylie.org). Choose online giving and designate the name of your event when you choose "other".

### 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.

### When can I pick up my key?

Office Key Pick up hours are: Monday – Thursday 8:30 a.m. – 5:00 p.m. and Friday 8:30 a.m – 12:00 p.m.

Remember to return keys within 48 hours to avoid additional charges.