

Facility Usage/Rental Frequently Asked Questions (FAQ's)

How do I make a reservation?

1. **Log in:** Sign into your PLAY.CABQ.GOV account. You must have a user profile number and a current Community Center Adult Pass. If needed, create an account and add your pass at PLAY.CABQ.GOV.
2. **Submit request:** Complete the Facility Usage/Rental Request Form at cabq.gov.
3. **Confirmation:** Approval varies by site and may take up to 14 business days. A Facility Manager will contact you if there are scheduling conflicts. Once confirmed, the Rental Coordinator will send a contract and/or invoice.

Payment is due at least 10 business days before the reservation date. Unpaid balances may result in cancellation of the reservation.

Single-day or special event requests during operating hours may be submitted up to six (6) months in advance.

How do I make a Payment?

Payments must be completed online via PLAY.CABQ.GOV using a credit or debit card.

To pay:

- Log in to your account
- Open your shopping cart
- Select "Pay Old Balances"
- Add the balance to your cart and check out

Payment is due at least 10 business days before the reservation date. Unpaid balances may result in cancellation.

How do I complete my waiver?

If no payment is required, you must complete a waiver to finalize your reservation.

To complete:

- Log in to PLAY.CABQ.GOV
- Select "Facility Rentals" → "Community Centers"
- Click "Step 2 Waiver"
- Add to cart and complete checkout

The waiver is free but required to confirm your reservation.

Can I tour a room before booking?

Yes. Walk-ins are welcome during facility hours.

Private tours may also be scheduled by contacting the Facility Supervisor at each center.

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What is the cost of reserving a room?

1. Rates are determined by category:
 2. Category 1: Free – Public, community-focused programs open to all
 3. Category 2: \$7.50 per room/hour – Closed public interest or governmental use
 4. Category 3: \$10 per room/hour or \$15 per gym/hour + \$25 cleaning fee per semester – Fee-based public programs
 5. Category 4: \$40–\$60 per room/hour depending on attendance – Private events
 6. After Hours: Small Meeting Rooms (under 50 attendees): \$100/hour | \$350 half-day | \$700 full-day, Medium/Large Meeting Rooms (50+ attendees): \$150/hour | \$450 half-day | \$900 full-day, Gymnasiums (50+ attendees): Starting at \$150/hour | \$500 half-day | \$1,000 full-day
 7. Rates may vary based on attendance.
- Categories 2 and 3 may be approved for up to one semester and a maximum of three (3) hours per session. Setup and cleanup time must be included in the reservation.

When can I reserve a room?

Reservations are available during regular facility hours and vary by location. Community centers are closed on City holidays and for annual maintenance closures. Dates vary each year and will be posted online.

After-Hours Requests

After-hours requests are available on Saturdays and Sundays for one-time, large-scale events requiring exclusive use of a community center. Recurring activities are not eligible for after-hours reservations. During these reservations, the facility will not be open for public use. Approval of after-hours requests is subject to staff availability. After-hours rates differ from standard facility use rates during regular operating hours.

What is included?

Facility use includes the reserved space, tables, and chairs. Facilities also provide access to parking, restrooms, and Wi-Fi. All additional supplies (decorations, food, AV equipment, etc.) must be provided by the user.

Are alcohol or smoking allowed?

No. All community centers are alcohol- and smoke-free facilities.

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How are rooms set up?

Rooms are arranged based on your approved setup request. Availability of tables and chairs is not guaranteed.

Setup details must be confirmed with staff at least one week prior to the event. Staff will complete setup before your reservation begins.

Can I decorate?

Yes, but restrictions apply:

- Setup time must be included in your reservation
- Only approved removable adhesives may be used on walls/tables
- No nails, staples, tape on ceilings, or damaging materials
- No candles or open flames
- No glitter, confetti, rice, birdseed, or similar materials
- Balloons must be weighted and secured

All decorations must be removed before the end of your reservation.

Can I accept donations?

No. Any admission fee, required contribution, or suggested donation disqualifies an event from being considered free and open to the public.

Do I need insurance?

Yes, if your program involves direct contact with minors or vulnerable populations.

Background checks are processed through the City's approved screening system. Private events do not require background checks.

What if a community center doesn't meet my needs?

If community centers are not a fit for your event, call 311 for additional City of Albuquerque resources and assistance.

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Other City of Albuquerque Facility Information

Albuquerque Convention Center, Civic Plaza & Kiva Auditorium
401 2nd Street NW, Albuquerque, NM 87102
Phone:505-768-4575

ABQ BioPark
903 10th St SW, Albuquerque, NM 87102
Phone:505-764-6200
Email:biopark@cabq.gov

Albuquerque Museum
2000 Mountain Rd NW, Albuquerque, NM 87104
Phone:505-768-3525
Email:museumrental@cabq.gov

Balloon Museum
9201 Balloon Museum Dr NE, Albuquerque, NM 87113
Phone:505-768-6036

Multigenerational Centers
1 Civic Plaza, Albuquerque, NM 87103
Phone:505-764-6400

Old Town Gazebo
9201 Balloon Museum Dr NE, Albuquerque, NM 87113
Phone:505-768-3561

Park Use and Rental
7701 San Pedro NE, Building A, Albuquerque NM 87109
Phone:505-857-8657

Veterans' Memorial Museum
1100 Louisiana Blvd SE, Albuquerque, NM 87108
Phone:505-259-9666