**Standard Operating Procedure (SOP) for Using the Community / Yoga Hall in Amaze by Urban Tree Apartment**

**1. Purpose**

To establish a **structured framework for booking, usage, security, and maintenance** of the **Community / Yoga Hall**, ensuring **organized access, responsible use, and adherence to society regulations**.

**2. Scope**

This SOP applies to **residents, guests, facility managers, security personnel, and housekeeping staff**, covering **booking procedures, event guidelines, security measures, and dispute resolution**.

**3. Booking & Reservation Guidelines**

**3.1 Eligibility for Booking**

* **Only registered residents** can book the Community Hall.
* **Advance booking required:** Minimum **[X] days before the event**.
* **Maximum occupancy:** **[X] guests** *(strictly enforced to prevent overcrowding)*.
* **Maximum duration per event:** **[X] hours** *(extensions subject to approval)*.
* Hall **cannot be booked for commercial activities or business promotions**.

**3.2 Reservation Process**

* Residents must **submit a formal booking request** via:
  + **Society Portal / Helpdesk / Written Application at the Office**.
* Approval subject to **availability and society regulations**.
* A **booking confirmation receipt** is issued upon approval.

**3.3 Charges & Payment**

* **Usage fee per session:** ₹ **[X]** *(if applicable)*.
* **Refundable security deposit:** ₹ **[X]** *(deducted for damages or violations)*.
* **Cancellation Policy**:
  + **Full refund if canceled [X] days before usage**.
  + **Partial refund for cancellations within [X] days**.
  + **No refund for last-minute cancellations** *(except emergencies)*.

**4. Community Hall Usage Rules**

**4.1 Check-in & Check-out Guidelines**

* **Check-in time:** [X AM / PM]
* **Check-out time:** [Y AM / PM]
* Residents must collect **keys or access cards from the Society Office**.
* Upon check-out, the **Facility Manager inspects the premises**.

**4.2 Code of Conduct**

* Residents and guests must **respect noise limits and community guidelines**.
* **No loud music or disruptive activities beyond permitted hours**.
* **Alcohol consumption and smoking are strictly prohibited** unless approved by the Managing Committee.
* Residents are **fully responsible for guest behavior**.
* **No permanent decorations or structural changes** allowed.

**4.3 Equipment Handling & Maintenance**

* **Furniture, sound system, and decor must be used carefully**.
* Any **technical issues or damage must be reported immediately**.
* **Housekeeping will clean and sanitize after each event**.
* **Waste disposal guidelines** must be followed.

**5. Security & Access Control**

* Guests must **register at the security gate** before entry.
* **Only booked residents and their guests are permitted inside**.
* **Unauthorized access is strictly prohibited**.
* Security personnel will **conduct routine checks**.
* **CCTV monitoring may be implemented** for security purposes.

**6. Dispute Resolution & Complaint Handling**

* Residents may **report concerns related to facility conditions, misuse, or violations**.
* Disputes will be reviewed by the **Facility Manager & Managing Committee**.
* **Repeated policy violations may lead to booking restrictions or penalties**.

**7. Annual Review & Amendments**

* The SOP will be **reviewed annually** during the **General Body Meeting (GBM)**.
* Adjustments made based on **resident feedback and operational needs**.

**8. Contact Information**

For Community Hall reservations or inquiries, contact the **Facility Manager / Society Office** at **[Phone / Email]**.