

A TOUCH OF QUALITY EVENT CENTER 2019 POLICIES AND PROCEDURES

BOOKING AND DEPOSIT POLICY:

To book an event and list the booking as a “definite on our calendar”, a deposit must be placed to guarantee reservation, the Policies and Procedures **AND** Contract must be signed. There is a returned check fee of \$50.00 plus bank fees.

- A Reservation Agreement is confirmed when both parties have signed the agreements and all required fees have been paid.
- Reservation includes use of Event Hall, Kitchenette, Selfie Lounge, Bar/Buffer Area and Pub Tables.
- The renter will receive (1) hour complimentary to set-up for the scheduled event at no additional charge. Weddings and receptions will be given (2) hours complimentary for set-up.
- Any additional time needed to set-up for any event that exceeds the complimentary time will be charged an hourly charge of \$150.00. **NO EXCEPTIONS!**

PAYMENT POLICY AND SCHEDULE:

All events must be paid in full within 14 business days before the date of function.

Failure to comply with payment agreements herein may result in legal action if deemed necessary. Any and all legal fees incurred due to non-payment will be the full responsibility of the client.

- Anyone using the facility assumes the responsibility for any damages to the facility and/or its equipment and contents.
- Any organization and/or persons renting the facility are responsible for any items deemed necessary for the event (i.e. specific tables and chairs, event décor, microphones, sound systems, etc.).
- We reserve the right to cancel any event if payment terms are not met per the policy.

_____ **ATTENDANCE:**

At initial time of booking an event, an estimated number of attendees for the event must be given. All events require a final projected attendee count no less than three business days prior to the event. This guarantee will be the minimum number used for seating when necessary.

_____ **AMENDMENTS/CHANGES:**

Any amendments or changes to the arrangements described in your contract must be made in writing and signed by both parties. Changes or alterations in any phase of your event must be communicated no less than (14) fourteen business days prior to the event. There will be no updates, amendments or changes guaranteed without specified notice.

_____ **EVENT CLEAN-UP:**

- The renter will be expected to clean-up immediately after event **END** time. The renter will lose deposit if the clean-up is not completed within one-hour.
- The renter will be responsible for trash removal from tables and floor (cups, paper, etc.). Trash must be placed in trash bins.
- The renter is responsible for cleaning the kitchen including washing rented chaffing dishes, removal of all food and supplies from countertops and refrigerator.

_____ **PROPERTY USE/DAMAGE GUIDELINES:**

- Materials, posters, signs, or literature may not be affixed to any wall or corridor without written permission from the management prior to the event.
- We invite you to bring in any favors or decorations that will make your event memorable with the following restrictions: Candle decorations must be votive, tea light or floating candles. Solid pillar candles may be used one per table. Taper candles are not allowed. Bridal tables may include the Unity candle. **Wax candles ARE NOT PERMITTED.** If candle wax is found after event or if wax candles is used the renter will lose the deposit.
- Confetti and/or glitter requires a \$250.00 clean up charge that must be paid in advance. **Renters who use confetti and/or glitter without paying the charge will lose the deposit.**
- The removal of decorative items brought in by you remains with you. We cannot be responsible for items left in the banquet room after the function end. A storage fee of \$10.00 per day will be charged up to 15 days. Any items left after 15 days will be

dispersed. Deposits will not be issued until items are picked up and storage fees will be deducted accordingly.

- Any damage to walls, floors, equipment or furniture or loss of equipment is the sole responsibility of the client, company or individual and will be charged in accordance with the terms of this agreement.

_____ **PROPERTY:** We are not responsible for any loss or damage to personal property and we do not maintain insurance covering it.

_____ **ALCOHOL – SMOKING POLICIES:**

- Alcohol can be served.
- Alcohol cannot be sold at facility without a temporary permit from Alcoholic Beverage Control Division.
- A Touch of Quality Event Center is a smoke-free facility. Smoking areas are designated outside of the building.

_____ **REQUIRED EVENT SECURITY POLICY:**

- All event rentals require security, at the renter's expense. NO EXCEPTIONS!
- Uniformed Security Officers from Quality Security Services, Inc. MUST BE PROVIDED!
- Payment will be paid directly to Quality Security Services.
- Payment must be paid in full (10) ten days prior to event or event is subject to cancellation.

_____ **EVENT SET-UP**

- The renter is responsible for completion of an event floor plan lay-out at least (5) five business days prior to event.
- The renter is responsible for completing event form requesting equipment and supplies.

_____ **FACILITY POLICIES**

- The management or its staff of A Touch of Quality Event Center does not discriminate with regards to race, religion, sexual preference, gender, or political belief; however we reserve the right to refuse use of facilities.

- The event center is under complete control and supervision of the management and staff of A Touch of Quality Event Center.
- Any failure to adhere to all facility Policies and Procedures may result in the group or individuals to be removed from the facility.
- Any individual or group who has supplied fraudulent information on the Agreement or that has violated rental policies resulting in damages or an ejection from the facility may be banned from any future reservations or presence in facility.
- Groups who purchase advertisements for their rental must agree to the following disclaimer: “Use of A Touch of Quality Event Center does not constitute endorsement of the beliefs, viewpoints, policies or affiliations of the user by the facility or its staff.”
- I understand by renting A Touch of Quality Event Center, its management and/or representatives reserve the right to take photographs of my event and/or my guest. This authorization includes the agreement to use and publish in print or electronically, for such purposes as publicity, illustration, advertising, and Web or social media content.

WAIVER OF LIABILITY

I/We understand that I accept full responsibility for the A Touch of Quality Event Center (TQEC) and its premises for me/us and my guests. I hereby indemnify TQEC, Walk-Winn, Quality Security, managers, owners, staff or its agents, shall not in any event whatsoever be liable or responsible in any way for personal injuries, loss, damage to personal property or effects, food or beverage intake during events or death that may be suffered or sustained by me or my guests, or that is caused by any of my guests while they are upon the land and premises. I hereby accept legal responsibility for the activities of my guests while they are upon land and premises of A Touch of Quality Event Center.

RENTER'S AGREEMENT

I have read the Policies and Procedures of A Touch of Quality Event Center and agree to abide by the terms. I understand this reservation and future reservations will be cancelled if, at any time management determines either my status or actions, or those of my organization, do not conform with the Policies and Procedures of the A Touch of Quality Event Center.

Renter's Signature: _____ **Date:** _____