



General Policies for Corporate and Association – Private Groups Page 1

Deposits and Payment Policy: Corporate and Association groups will require a deposit/payment of \$1,500 or 20% of estimated event charges, whichever is greater.

An invoice for final payment will be calculated and mailed within two business days after your corporate event and is due upon receipt. Guaranteed guest count is required 7 business days prior to your event. Smaller meetings/corporate events that do not total to \$1,500 in charges will be required to pay 100% of event charges prior to execution date.

For Private Events: Payment is due in full 7 business days prior to the event date. Any event charges accrued during your event will be due and payable at the conclusion of the event.

Any payments not received in 30 days will start accruing a 1% interest each month we have not received payment starting on the 1st of each month.

We accept checks, cash, MC, Visa, & Discover. All payments should be made payable to:
M7 Event Solutions (A 2.5% Processing Fee will apply to all credit transactions)

**C/O The Crest Center and Pavilion
PO Box 6100
Asheville NC 28816**

Cancellation Policy: All deposits/payments are non-refundable and non-transferable; however we will reschedule the event for another available time and apply any deposits to the rescheduled event. This will be based on availability and seasonal rates do apply. Events must be rescheduled within **6** months. Deposits are only refundable if the Crest Center is unable to provide the facility for use due to unforeseen forces such as fire to the building, etc.

Clients canceling within TWO WEEKS of their scheduled event date will be liable for payment in full.

Inclement Weather: Should there be inclement weather, the event will continue as scheduled, unless you are notified by phone that staffs are unable to make it in to work your event. If the staff is able to arrive at The Crest Center and Pavilion to work your event, then the event will not be cancelled.

Inability to Perform: In the event that M7 Event Solutions, d/b/a The Crest Center and Pavilion, is unable to fulfill its obligations as described in this sales contract caused by reason of fire, other uncontrollable casualties or acts of God that result in partial damage or total destruction to the building (s) or premise in question, M7 shall first offer to fulfill the obligations of this contract through one of our other venues, if available. If this is not acceptable to the client we will offer to reschedule the event in the Crest Center and Pavilion on a future date allowing appropriate time for repairs to the facilities, or refund to the client any funds received with the signed contract.



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Outside Vendors: At the Crest Center and Pavilion, we support local businesses. Although we do not allow outside catering onto the premises, we welcome florists, bakers, musicians and other entertainers and artisans. Any outside vendor that is arranged by the client must first be approved by a sales representative and must provide full details regarding their role in any particular event (i.e. contact name and phone number, arrival/set up time, etc.) For any entertainer/vendor that may require the use of electricity, the client will be billed a \$275 electrical fee. Set up crews are allowed onto the property, to unload in designated loading zones, no earlier than two hours prior to event start time.

Damages to the Facility: The client will be liable for any and all damages to the facility or grounds that occur during the event, except for accidents/damages that may occur due to negligence on the part of The Crest Center and Pavilion staff. Excessive clean-up will result in additional charges. All boxes, trash, etc. that you brought into our facilities will need to be taken with you at the end of the event or a clean-up fee will be added to your final invoice.

Waiver: M7 Event Solutions and Crest Mountain Communities will not be held liable for any loss, theft or damage for any item(s) brought in and/or left prior to, during, or after an event held here at The Crest Center or The Crest Pavilion.

Right to Photograph: The Crest Center and Pavilion reserves the right to photograph any event in a “nonspecific” manner in order to obtain images of our event facilities in use. The photographs may be used in general promotional materials including website photo galleries, etc.

NC State Sales Tax: All fees and charges associated with events/meetings held at The Crest Center and Pavilion are subject to 7% NC State Sales Tax.

10%Service Charge: A 10% Administrative Service Charge will be added to your event subtotal. This is a “planning fee” and is paid in part to your M7 Event Consultant. Services covered in this fee are on-site meetings, planning and coordinating of all event details including rentals, entertainment, catering, staffing, etc.

Event Time: All events will have a defined start and defined end time. Events that run past their event end time will be billed \$330 per hour for each additional hour on site.

Outside Catering: M7 Event Solutions does not allow any outside food or beverage to be brought into our facility (unless other-wise approved in your contract.) Should you bring in unauthorized food or beverage, this will incur additional charges on your invoice.



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Event Staffing: Every event at Crest will require an Event Captain and Service/Bar Attendants with a 7 hour minimum and will be scheduled according to group size.
Note: These labor fees are in lieu of gratuities. Tips are appreciated but not required.

Event Time: Decorators, florists, bakers, etc. will be allowed into the building no earlier than two hours prior to event START time. Events requiring additional time for decorating and preparation may purchase up to two additional hours, based on availability, at a cost of \$220 per hour.

Events that run past event END time will be billed \$330 per hour for each additional hour on site.
NOTE: All events at the Crest Center and Pavilion must end by 11:00 PM with building and parking areas cleared by midnight. NOTE: Although we encourage clients to be innovative and creative with event themes and décor, we ask that you follow these few guidelines.

Do not use tacks, nails, or tape to hang any decorations from walls, posts or beams (if this is not followed there may be additional charges to your invoice.) Please, no helium balloons outside the buildings. Décor plans should be clarified with sales representative prior to event.

Security: All events serving alcoholic beverages are required to enlist a security officer. An “off duty” Police Officer will be hired by the Crest Center and Pavilion at your expense. The Crest Center and Pavilion does NOT profit from this financially. We require 1 security officer per 200 guests.

Changes: to this policy form will not be accepted unless initialized by an M7 Events Solutions/Crest Center representative.

Specialty Linens:

Note: Standard linens in the Crest Center are white tablecloths with white napkins. In the Crest Pavilion, white linens and white napkins will be provided to match the chairs. We can rent additional colors per your request for an additional charge.

Staging and Dance Floor:

Note: An event with ANY dancing/entertainment will require Dance Floor Rental in both The Crest Center and Pavilion. Any event with a band will require a Stage rental in The Crest Center.

12' x 16' Stage, 17" Rise.....	\$525.00
15' x 15' Dance Floor	\$450.00

A/V Equipment:

We can rent audio/visual equipment for your meeting and/or special event. Prices are based on your needs and availability. We will not be responsible for any compatibility issues involving rented a/v equipment for your event.



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Meeting Supplies: We can arrange numerous supplies for your event such as flip chart w/ easel and markers, photocopies (both black & white and color), podium, microphones, etc. for a fee. This should be arranged prior to your meeting and/or event, but we may be able to accommodate your requests last minute. If these are added at the time of your event, these additions will be reflected on your final invoice.

Client acknowledgement:

By signing below, I _____, acknowledge that I have read and understand the Crest Center and Pavilion General Policy Guide, and will adhere to all guidelines set forth within. Any changes made by the client to this form will need to be approved and initialed by the M7 Representative before this will be accepted.

Client Signature: _____ Date _____

Date of Event: _____

Authorized Representative for _____

Company/Association

Company /Association Address:

City: _____ State: _____ Zip: _____

Phone: () _____