



## General Policies - Private

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**Deposit and Payment Policy:** To secure a date at The Crest Center and Pavilion, we will accept a non-refundable, non-transferable deposit of the amount of the facility fee(s). After receipt of this deposit, the Sales Manager will assign a payment timeline listing future payment detail requirements. During this time, your Wedding Sales Specialist will confirm food and beverage details and issue a contract. 50% of the estimated charges are due at contract signing.

Guaranteed minimum guest count is required 14 DAYS prior to your event. Final charges will be based on your guest count and are due and payable 7 DAYS prior to the event date. If final payment has not been received 7 days prior to the event date, payment must be made using certified funds. Any event charges accrued during your event will be due and payable at the conclusion of the event. We accept cash, checks, MC, Visa, and Discover (3.5% Electronic Payment Fee applied on all credit transactions).

**All payments should be made payable to: M7 Event Solutions**

**M7 Event Solutions**  
**c/o The Crest Center and Pavilion**  
**PO Box 6100**  
**Asheville, NC 28816**

**Cancellation Policy:** All deposits/payments are **non-refundable, non-transferable**. Events that have gone to contract and cancel within 90 days of their event will be liable for 50% of the remaining balance due. Clients that cancel within 45 days of the event will be billed for payment in full. Any vendors that are booked through M7 on behalf of the client, that then results in client cancellation, will be assessed a cancellation fee (fee varies vendor to vendor).

**Pandemic Postponement Policy:** If we are able to execute your event, but you decide you are not comfortable with hosting, these are the options for moving. You can select a

new date that falls on a Monday – Thursday and we will simply move your event to the new date. If you prefer to move to an available Friday – Sunday date, we will need a non-refundable payment of the full facility fee (based on the new date/venue you chose). If we are mandated to close down again, by the government, we will move your date to any date of your choosing. If you want to cancel your event altogether (during a government mandated close down), the initial deposit paid will not be refunded. If the initial deposit does not cover the cancellation fees from other vendors M7 has booked for you, additional monies will be held to cover those cancellation fees. All remaining money will be refunded at M7's earliest convenience. If you decide to cancel while we are still able to host your event, we will follow the Cancellation Policy listed.

**Outside Vendors:** At The Crest Center and Pavilion, we love supporting local businesses. Although we do not allow outside catering in our venues, 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 vendor that may require the use of electricity, the client will be billed a \$350 Electrical Fee. Decorators are allowed into the facility no earlier than TWO (2) HOURS prior to event start time and must park in designated loading zones. *NOTE: Vendors that are not pre-arranged with the Sales Department will not be allowed on premises at the time of the event.*

**Weddings, Rehearsal Parties, or Other Private Events:** Each event will have a defined START time and a defined END time. Decorators, florists, bakers, etc. will be allowed into the building no earlier than TWO (2) HOURS prior to event START time. Events requiring additional time for decorating and preparation may purchase up to two (2) additional hours, based upon availability, at a cost of \$350 per hour. Events that run past event END time will be billed \$350 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 unless otherwise discussed with a Sales Manager.*

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. After Wedding Receptions, please use bubbles, glow sticks etc. for departure of the newlyweds. Any “messy” materials will result in a \$550 Clean-Up Fee for the client. Please, no helium balloons outside the

buildings. ALL décor plans should be clarified with your Wedding Specialist prior to event.

**Inclement Weather:** Should there be inclement weather, the event will continue as scheduled unless you are notified by phone that staff is 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.

**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.*

**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, or other uncontrollable casualties that result in partial damage or total destruction to the building(s) or premises 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 at 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, minus any fees already paid out (non-refundable deposit, commissions, taxes, booking fees for other vendors).

#### **Wedding Events and Private Celebrations:**

Wedding Events at both facilities require the following Event Minimum expenditures:

Friday: \$5,000

Saturday: \$10,000

Sunday: \$5,000

Monday-Thursday: Negotiable

Please be advised that the Event Minimums described above are the least amount that your event must total in order to reserve our facilities. Event Minimums are made up of the Facility Rental Fee, food and beverage costs, any entertainment or rentals contracted through our Sales Office, and any other incidentals. Event Minimums do not include NC Sales Tax, 10% Service Charge, or any compensation for transportation arrangements.

*NOTE: Off-season dates (January-March) may be quoted separately from these Event Minimums; please consult your Sales Representative for off-season rates.*

#### **Ceremony in One Venue, Reception at the Other Venue:**

The Crest Center can be utilized for wedding ceremonies or cocktail hour with the reception held in the Pavilion immediately following (or vice versa). Pricing is as follows: the Facility Rental Fee will be paid for BOTH VENUES as well as the Ceremony Set-up Fee.

**Ceremony Set-up Fee:**

This is a per chair charge that ranges from \$2.50 - \$8.00 (depending on the number of chairs needed).

Decorators are allowed into the Ceremony Venue no earlier than TWO (2) HOURS prior to the Ceremony time. Guests should move to the Reception Venue immediately following the ceremony. The Bridal Party should vacate the area immediately after pictures. **Total Rental Time for Ceremony Venue: 2 hours of set-up – 1 hour for Ceremony – 1 hour for photos/breakdown.**

*NOTE: Once the ceremony is complete and the Bridal Party has vacated the facility, we may begin to host a Concurrent Event.*

If you would like to block out the second venue from being rented during the same time frame that your event is occurring, then you will need to pay 50% of the Event Minimum for that day in order to block that space. This will not give you access to both buildings, but rather allow you to block that space from another party booking.

**M7 Bridal Attendant:** All weddings are required to have an M7 Bridal Attendant on staff. If you have enlisted a Professional Wedding Coordinator, then your coordinator will work directly with the M7 Bridal Attendant to ensure a seamless event.

**Wedding Rehearsals:** Wedding Rehearsals are SUBJECT TO AVAILABILITY and should be scheduled with your Wedding Specialist. There is a charge for wedding rehearsals of \$250 per hour. Should the Bridal Attendant have to travel to your rehearsal, there will be an additional \$100 charge.

**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. brought into our facilities will need to be removed 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 and Pavilion.

**NC State Sales Tax:** The current North Carolina State Sales Tax (7%) applies to all fees and charges associated with events held at The Crest Center and Pavilion.

**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 Special Event Consultant. Services covered in this fee are on-site meetings & event planning, as well as coordinating all of your event details, including rentals, entertainment, catering, staffing, etc.

**Security:** All private 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. We require one security officer per 200 guests in attendance.

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

**Specialty Linens and Rentals:** In The Crest Center, our standard table linens are black with black napkins; in The Crest Pavilion, our standard table linens are white with black napkins. We can rent various colors and styles per your request for an additional charge. All rentals are required to be handled by your M7 Wedding Specialist.

**Staging and Dance Floor:** Events with ANY dancing/entertainment will require a dance floor rental in both The Crest Center and Crest Pavilion. Any event with a live band will require a stage rental in The Crest Center.

12' x 16' Stage, 17" Rise.....	\$675.00
Dance Floor.....	\$600.00

**A/V Equipment: Prices are Plus Tax and 10% Service Charge**

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.

**Leftover Food Policy:** As responsible food service professionals, it is imperative for us to take every step we can to ensure that the food you are receiving is healthful,

nutritious, and safe. If you are taking home leftovers from your event, then our food service responsibility then extends from our kitchen to yours. We want your meal the next day to be safe and enjoyable for you and your family.

Sometimes, when time or temperature limits have been exceeded during service, we are required by law to dispose of leftovers; **however**, when feasible, we can box up leftover food to take upon your departure in appropriate containers with instructions for re-heating. Three (3) hours is be the maximum time that we can have food displayed out on a buffet table during your event. After that timeframe, we will be required to throw out any leftover food. If we can break down the buffet prior to that 3 hour window, then we can box up any leftover food that was on your buffet. Should you choose to take leftovers, there will be a \$33 Packing and Handling Fee for this service which will be added to your final bill.

### **Additional Information**

**The Crest Center-Main Hall:** The Facility Rental Fee includes the following:

- 4 hours of Event Time (*Note: Ceremony incurs additional charge as well as an additional hour. See your Wedding Specialist for details*).
- Tables: Maximum of 8 guests to each table
- Black Padded Chairs (*Note: The typical chair cover does not fit this chair*).
- House Linens
- House China
- Set-up and Breakdown of Reception

**The Pavilion:** The Facility Rental Fee includes the following:

- 4 hours of Event Time (*Note: Ceremony incurs additional charge as well as an additional hour. \*See your Wedding Specialist for details*).
- Tables: Maximum of 8 guests to each table
- White Padded Chairs
- House Linens
- House China
- Stage (*Note: Includes Existing Stage Only*).
- Set-up and Breakdown of Reception

**Pavilion Note:** A Tent Rental is required for plated meals or events held between October and March in the Pavilion. Speak to your Wedding Specialist if you are interested in a Plated Meal.

### **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. All payments are non-refundable and non-transferable.

Client Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Name and Date of Special Event: \_\_\_\_\_