

The
Orchard
at Broadmoor

General Policies- Corporate and Association
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Deposits and Payment Policy: To secure a date at the Orchard at Broadmoor, we will accept a \$500 non-refundable deposit (or 20% of the estimated 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.

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

We accept checks, cash, MC, Visa, and Am ex..
All payment should be made payable to:
Vincenzo's Events Incorporated
101 French Broad Lane
Fletcher, NC 28732

Cancellation Policy: All deposits/payments are non-refundable; 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 Orchard at Broadmoor 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 the staff are unable to make it into to work your event. If the staff is unable to arrive at The Orchard at Broadmoor to work your event, then the event will not be canceled.

Inability to Perform: In the event that The Orchard at Broadmoor is unable to fulfill it's obligations as described in this sales contract by reason of fire, other uncontrollable casualties or acts of God that result in partial damage or total destruction to the building(s) or premises in question, we will offer to reschedule the event at The Orchard at Broadmoor on a future date allowing appropriate time for repairs to the facilities, or refund the client any funds received with the signed contract.

Outside Vendors: At the Orchard at Broadmoor, 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 be first approved by sales representative and must provide full details regarding their role in any particular event (ie: contact name and phone number, arrival/setup time, etc) Set up crews are allowed onto the property, to unload in designated loading zone, no earlier than two hours prior to event start time.

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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 Orchard at Broadmoor staff. Excessive clean up will result in additional charges. All boxes, trash, etc...that you bring in to our facilities will need to be taken with you at the end of the event or a cleanup fee will be added to your final invoice.

Right to Photograph: The Orchard at Broadmoor 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 web site photo galleries, etc.

NC State Sales Tax: The current North Carolina State Sales Tax of 6.75% applies to all fees and charges associated with events held here.

Service Staff: Every event will require dedicated service attendants. These could include event captains, bartenders, wait staff, grill cooks, etc. Your sales manager will assign the appropriate number of attendants required for your event and you will be billed per attendant per hour beginning two hours prior to your event start time and two hours after two hours after your event end time. This is in lieu of any gratuity or service charge, unless otherwise stated in your contract.

Event time: All events will have a defined START time and defined END time. Events that run past their event END time will be billed \$300 per hour for each additional hour on site.

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 \$200 per hour.

Although we encourage clients to be innovative and creative with event themes and décor, we ask that you follow these few guidelines:

Please 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. Décor plans should be clarified with sales representative prior to event.

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

Security: All social events serving alcoholic beverages are required to enlist a security officer. An “off-duty” Asheville/Fletcher Police Officer will be hired by The Orchard at Broadmoor at your expense. The rate for each officer is \$125 for 5 hours. Each additional hour is \$25/hour. We require 1 security officer per 150 guests.

Changes to this policy form will not be accepted unless initialized by an Orchard representative.

A/V Equipment: Prices are plus tax and 20% 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.

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Leftover food Policy: As responsible food service professionals, it is our task to take every step we can to ensure that the food you are receiving is healthful and nutritious. If you are taking home leftovers from your event, then our responsibility 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 to dispose of leftovers, but where feasible we can pack up food to take upon your departure in appropriate containers with instructions for re-heating.

Three hours will be the maximum time that we can have food out on a buffet table during your event. At that time 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 \$30 packing and handling fee for this service which will be added to your final bill.

Meeting Supplies: We can arrange numerous supplies for your event such as: Flip Chart with easel & markers, photocopies, 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 request last minute. If these are added at the time of your event, these additions will be reflected on your final invoice.

Waiver: The Orchard at Broadmoor will not be held liable for any loss, theft, or damage for any item(s) brought in and/or prior to, during, or after an event held here at The Orchard at Broadmoor.

Client Acknowledgment:

By signing below, I _____, acknowledge that I have read and understand the Orchard at Broadmoor general policy guide, and will adhere to all guidelines set forth within. Any changes made to this form will need to be approved and initialized by the sales representative before it will be accepted.

Client Signature: _____ Date: _____

Date of Event: _____

Authorized Representative for : _____
Company/Association

Company/Association Address:

Phone: _____ Fax: _____

Email: _____