



# The Crest Center and Pavilion Asheville, NC

## 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 (non-wedding related) 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, and Amex. All payments should be made payable to: **M7 Event Solutions**

M7 Event Solutions  
c/o The Crest Center and Pavilion  
PO Box 5895  
Asheville, NC 28813

**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 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 staff 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 it's 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 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 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.

**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. This fee only applies to "outside" vendors. Set up crews are allowed onto the property, to unload in designated loading zones, no earlier than two hours prior to event start time.

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The Crest Center and Pavilion  
An M7 Event Solutions  
Operation  
22 Celebration Place.  
Asheville, NC 28806  
  
Phone: 828.251.1820  
Fax: 828.251.1388  
Email: info@thecrestcenter.com  
www.thecrestcenter.com

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# The Crest Center and Pavilion Asheville, NC

## General Policies continued: Page 2

**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 "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:** All fees and charges associated with events/meetings held at The Crest Center and Pavilion are subject to 6.75% NC State Sales Tax.

**Service Charge:** All food and beverage fees are subject to a 20% service charge.

**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 otherwise approved in your contract). Should you bring in unauthorized food or beverage, this will incur additional charges on your invoice.

**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 added 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 rate for each officer is \$125 for 5 hours. Each additional hour is \$22/hr. The Crest Center and Pavilion does NOT profit from this financially. We require 1 security officer per 200 guests.



**Specialty Linens:** Standard linens in The Crest Center are white w/ ivory overlays and black napkins to match chairs. In The Crest Pavilion, white linens w/ sand overlays and white napkins will be provided to match the chairs. We can rent additional colors per your request for an additional charge.

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

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