



high point  
EVENTS

## Booking and Payment Policies and Procedures

### *Deposit*

An initial deposit is required to secure services and reserve the event date. The date will be reserved only after receipt of the initial deposit and the executed copy of the Event Proposal. The deposit must be received within twenty-one (21) days of the date selection. Additional deposits may be requested along with the confirmation of menu, rental and entertainment selections. The deposit(s) will be deducted from the final invoice and are non-refundable if the event is canceled less than ninety (90) days before the event date.

### *Guest Count*

**It is the client's responsibility to contact the High Point sales representative at (301) 428-0650 with the final guaranteed guest count ten (10) days prior to the scheduled event date.** Additions to that guest count may be made up until three (3) days before the event but may be subject to an additional charge. Changes to the guest count within three (3) days of the event will be accommodated if possible but are not guaranteed.

### *Entertainment/Rentals/Event Services*

- Entertainment bookings/rentals/event services must be confirmed thirty (30) days prior to the scheduled event to guarantee availability. Bookings made less than 30 days prior to the event may be subject to change and/or additional charges.
- Cancellations made to entertainment/rentals/event services within thirty (30) days of the event are subject to a partial fee for the canceled item. **Cancellations made to entertainment/rentals/event services within ten (10) days of the event are subject to the full fees for the canceled item.** The partial or full fee is expected to be paid in full within thirty (30) days of cancellation.

### *Prices*

Menu prices are per person (unless otherwise noted). The prices listed include service by our professional, experienced event staff, as well as heavy-duty disposable plates, cups, utensils, napkins, coverings for serving tables, and all equipment required for cooking. Clean up of the cooking and serving areas is also included. An extra charge for disposing of trash off site will be included if the event site has no trash facility. Groups may be subject to a service charge based on the size of their party. Prices and menu items are subject to change without notice.

*(Policies & Procedures continue on next page.)*

## Policies and Procedures (cont.)

### *Invoices*

- Upon receipt of final guest count, High Point Events will submit an invoice to the Event Contact.
- Payment in full is due upon receipt of the invoice. In special instances, payment terms may be modified with prior written approval from High Point Events.
- Any adjustments to the invoice must be settled within seven (7) days of the event.
- Interest will accrue at 1.5% per month on any balance that remains unpaid fourteen (14) days after the date of the invoice. The customer agrees to reimburse High Point Events for all costs it may incur in collecting any amounts due, including reasonable attorney's fees.
- Appropriate sales tax will be added to all invoices (6% in Maryland, 5% in Virginia). Entertainment and amusements (moon bounces, dunk tanks, paintball, etc.) in Maryland are subject to a 7% Admissions and Amusements Tax, which is not tax exempt. Tax-exempt clients must provide a copy of tax exempt certificate and number in advance. Per Maryland state law, a 9% alcohol tax will be added to all alcohol sales.

### *Payment Methods*

Checks should be made payable to High Point Catering. Corporate and personal checks are welcome. Visa, MasterCard, American Express, and Discover Card are accepted. Corporate accounts may be established upon consultation with the High Point sales representative.

### *Client's Responsibilities*

- To sign and date the Event Proposal and return it to the High Point sales representative within five (5) business days by email, by fax to (301) 428-0820, or by mail to High Point Events, P.O. Box 178, Clarksburg, MD 20871.
- To pay the requested deposit by the stipulated date.
- To verify all entertainment and rentals as well as the event timeline thirty (30) days prior to the event.
- **To contact the High Point sales representative at (301) 428-0650 with the guaranteed final guest count ten (10) days prior to the scheduled event date.**

### *Cancellation Policy*

- If the event is canceled within ninety (90) days of the event date, any deposit(s) are non-refundable.
- If the event is canceled within thirty (30) days of the event date, any deposit(s) and any additional payments required are non-refundable. In addition, client may be subject to an additional charge of \$4 per person based on the estimated guest count listed in the signed Event Proposal.
- If the event is canceled within ten (10) days of the event date, any deposit(s) are non-refundable. In addition, 50% of the remaining final invoice amount may be assessed.
- Cancellations made to entertainment within thirty (30) days of the event are subject to a partial fee for the canceled item. Cancellations made to entertainment within ten (10) days of the event are subject to the full fees for the canceled item. The partial or full fee is expected to be paid in full within fifteen (15) days of cancellation.

*(Revised 8/19/2013)*