



## General Policies- Private

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**Deposits and Payment Policy:** To secure a date at the Crest Center and Pavilion, we will accept a \$1,000 non-refundable, non-transferable deposit. 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 this amount and are due and payable SEVEN (7) business 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 checks, cash, MC, Visa and Discover. (2.5% Electronic Payment Fee will apply on 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.

**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

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the use of electricity, the client will be billed a \$275 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 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 \$330 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. After Wedding Receptions, please use bubbles or sparklers at departure of the newlyweds. Any other materials will result in a \$550 Clean Up Fee to 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 at \$25 per hour and Service/Bar Attendants at \$20 per hour 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, 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

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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.

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

We are happy you are considering The Crest Center and Pavilion to host your upcoming Wedding Event. Wedding Events at each facility require the following event Minimum expenditure.

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 will cost in order to use our facility. Event Minimums are made up of Facility 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.*

#### **Ceremonies in one Venue, Reception at the other Venue:**

The Crest Center may be utilized for Wedding Ceremonies with the Reception held in the Pavilion immediately following or vice versa. Pricing is as follows: The Facility 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 (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. Bridal Party should vacate the area immediately after pictures.

**Total Rental Time for Ceremony Venue: 2 hrs set up – 1 hr Ceremony – 1 hr**

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

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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 Private Events will be required to have an M7 Bridal Attendant which will incur a charge to the Client of \$400. 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 AVAILIBILITY 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 \$75 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... 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.

**NC State Sales Tax:** The current North Carolina State Sales Tax applies to all fees and charges associated with Events held at The Crest Center and Pavilion

**10% Service Charge:** A 10% Admin 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, planning and coordinating of all event details, including rentals, entertainment, catering, staffing, etc.

**Security:** All social 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 \$150 for 5 hours. Each additional hour is \$30/hr. We require 1 security officer per 200 guests.

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**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.

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

**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: 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 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. All leftover food should be sent home at the conclusion of the event.

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### Additional Information

**The Crest Center-Main Hall:** The Facility Fee includes the following... ➤ 4 hrs of Event Time-Note: Ceremony incurs additional charge as well as an additional hour.

\*See your Wedding Specialist for details. ➤ Tables - Note: Max of 8 guests to a table

➤ Black Chairs - Note: The typical chair cover does not fit this chair. See Sales Rep for details. ➤ House Linens ➤ House China - Note: Specialty Dishes incur additional charge ➤ Set-up and Breakdown of Reception

**The Pavilion:** The Facility Fee includes the following... ➤ 4 hrs of Event Time-Note: Ceremony incurs additional charge as well as an additional hour. \*See your Wedding Specialist for details ➤ Tables - Note: Max of 8 guests to a table ➤ White Chairs

➤ House Linens ➤ House China - Note: Specialty Dishes incur additional charge

➤ Stage - Note: 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: \_\_\_\_\_