



NASHVILLE TECHNOLOGY COUNCIL

Cancellation and Modification Policy

An event date can be held on spec for a period of 24 hours before the date is released back into the reservation system. Tech Hill Commons (THC) requires either a 10% or \$50 non-refundable deposit (whichever amount is greater) to be made at the time of booking in order to confirm the event date and room reservation. Full payment for any event services is due 48 hours prior to the event date. THC reserves the right to use a client's saved method of payment, if available, to charge the remaining balance for an event at that time. In the event of a "no-show" to a scheduled event, the client will be charged for 100% of the event services. THC reserves the right to assign a client to a different room than agreed upon if the size of the group changes or for any other reason deemed necessary.

If the event is cancelled up to 48 hours before the event date, THC will refund the full cost of the event minus the 10% or \$50 deposit. If the cancellation is made within 48 hours of the event date, THC will refund 50% of the total event cost. If a client has not paid in full by 48 hours prior to the event date and cancels their event within 48 hours, they will be charged for 50% of the total event cost. In the event of a date change, the client has the right to move the reserved event to a different date (based on availability) without an additional charge a total of one (1) time before incurring a \$50 change fee for each additional date change. If the client cancels within 48 hours of the reservation and has used THC to book their catering services, the client will be charged for 100% of the catering costs plus the \$50 THC catering service fee in the event of a cancellation.

It is the policy of THC to remain open during most periods of inclement weather; however, where extraordinary circumstances warrant, due to weather or other unforeseen business interruption, THC reserves the right to close the facility. THC will close when area schools have closed, electricity is out for an extended period of time, heat in winter is not available, flooding affects transportation, or the governor declares a weather emergency and asks people to stay off the roads. A representative from THC will call and/or email the point of contact for any scheduled event as soon

as a closure has been declared in order to alert them to the cancellation or date change of their event. THC will keep the event space closed for the briefest period possible.

