

TAMPA BAY BAPTIST CONFERENCE CENTER

15601 Lake Magdalene Blvd.

Tampa, FL 33613-1009

Phone: (813) 961-1059 Fax: (813) 960-8634

www.tbcc.org

Reservation, Deposit, Cancellation, Refund & Rescheduling Policy

Reservations:

- All reservations are confirmed upon the receipt of a deposit.
- Come prepared to settle all outstanding balances. Acceptable forms of payment are cash, credit, check, or money order.
- Outstanding balances (minus \$3 per person gate fee) must be settled during office hours, *prior* to any rental spaces or activities being occupied or used.
- If your group is arriving on a weekend, or after office hours, a representative must settle the account, pick up keys, and receive check-in instructions before the office closes during the week.
- Reservations are considered tentative until a deposit and signed contract are received. If a deposit and signed contract are not received by the stipulated contract deadline, we reserve the right to cancel the reservation.
- Meal selection and final head count for food service is required 10 days prior to your event.
- Violation of any of the rules or damage to the property while a guest may result in your removal from the facility without a refund.

Deposits:

- All lodging, food service, meeting room rentals and events require a deposit.
- Deposits vary depending upon the service provided.
- **All deposits are non-refundable** and are applied to the final bill.

Cancellations:

- If you notify us of your intent to cancel a reservation, we will use the following chart to calculate the balance due. If a group provides:
 - 61 days or more notice, it loses only its deposit.
 - 31 to 60 days notice, it is charged 25% of the full reservation fee.
 - 30 to 15 days notice, it owes 50% of the full reservation fee.
 - 14 or fewer days notice, it is billed 75% of the full reservation fee.

Refunds and Rescheduling:

- **No refunds are given.** In the case of financial hardship, if we are able to reassign the unfilled reservation to another group, we can release you from full financial responsibility.
- Refunds will only be considered in the case of inclement weather. In the case of inclement weather on the day of your outdoor activity, we would be happy to reschedule the event or give you a credit good for one year in the amount of your event deposit.

Additional Information:

- Policies are subject to change without prior notice.
- Charges for any damages will be invoiced after repairs have been made.
- There is a convenience fee for all credit transactions, with a minimum purchase requirement of \$20.

Leader Signature: _____