

## FACILITIES AND SERVICES POLICIES

### Guest Rooms

- 1) Assignment of individuals to guest rooms is the responsibility of the assigned coordinator in the guest group.
- 2) NCCC reserves the right to assign specific types of guest rooms according to the size of your group, your group's needs, and the overall conference center scheduling.
- 3) Standard check-in time is 3:00PM. Standard checkout time is 10:00AM, unless otherwise requested and approved by an authorized NCCC staff member.

### Food Services

- 1) Meal times are: Breakfast, 8:00AM; Lunch, 12 Noon- Dinner (Sunday – Thursday; Saturday), 5:30PM-; Dinner (Friday) 6:30PM unless otherwise requested and approved by an authorized NCCC staff member – additional charges may be added.

### Meeting Rooms

- 1) Each meeting room will be set up according to your specifications and will include the appropriate number of chairs and tables as well as the indicated audio-visual equipment and technology.
- 2) While keeping your needs in mind, NCCC reserves the right to assign and change room assignments.
- 3) With sufficient prior notice, additional meeting rooms and meeting-related equipment are available at an extra charge.
- 4) You are free to bring your own equipment to help defray additional costs. However, NCCC and its staff will not be held responsible for the loss or damage of any such equipment nor for loss of data/files from any cause during your stay.
- 5) No outside food or beverages are allowed in the corporate meeting spaces unless authorized and approved by an authorized NCCC staff member.
- 1) room and the guest rooms. Fines may be implemented if guests do not abide by this policy.
- 2) As our guests, you are free to enjoy indoor and outdoor common space and recreational areas on a first-come-first-serve basis.
- 3) Any additional individual or group charges (telephone, internet access, lost room keys, property or equipment damages, etc.) will be included in the final bill and paid by cash, check or credit card during check-out.

## FINANCIAL TERMS AND CONDITIONS OF CONTACT

### Total Price

- 1) Based on your anticipated number of guests and the services and facilities described in the contract, you will be invoiced for a Guaranteed Minimum.
- 2) Your final bill could exceed this amount if additional guests attend or if other unlisted accommodations or services are provided that are not specifically mentioned in this contract or letters of revision.
- 3) You may request additional rooms any time prior to your arrival date, subject to availability.

### Deposit Payment to Hold Reservation

- 1) NCCC requires a series of deposits totaling the designated percentage (see Payment Schedule and Communication Schedule) of the total contract price in order to reserve these services and facilities for you.
- 2) These deposits are non-refundable and non-transferable.
- 3) Deposits may be paid by organizational check, money order or a major credit card (VISA, MasterCard).
- 4) Please fill out a Credit Card Authorization Form if you choose to make any or all of your payments by credit card.
- 5) Your deposits will be applied as credit to your guaranteed minimum charge.
- 6) If you do not meet this payment schedule, NCCC reserves the right to cancel your reservation.

### Late Charges

- 1) All payments received after the indicated due date will incur a 1.5% per month (18% APR) charge, which will be added to the account balance.
- 2) Rebooking will be suspended until any overdue balance is cleared.

### Taxes

- 1) Current laws require that NCCC charge Commonwealth of Pennsylvania 6.0% sales tax to any group or organization that does not possess a current tax exemption, that is not specifically related to our specific purpose of a 501C3 religious organization, or that does not have residency in the state of Pennsylvania.
- 2) NCCC must be provided with a Certificate of Tax Exemption which is due in concordance with the first deposit.

### Changes

- 1) Any substantive change to the services and facilities provided, terms and conditions, or other items contained in the designated contract will be documented in either a revised contract or letter of revision from NCCC and signed by the authorized representatives of NCCC and Guest.

## **Cancellation**

- 1) Deposits are non-refundable and non-transferable.
- 2) Along with the signed contract, they represent a commitment on the part of NCCC to reserve facilities and services for the use of Guest for the contracted event. Such a commitment precludes sales to other potential guests during that time period.
- 3) Guest-initiated cancellations within four months of the scheduled event date impose significant financial hardship on NCCC due to the difficulty in booking other guests on such short notice. Therefore, Guest will be billed and hereby agrees to pay ninety percent (90%) of the total contract price (adjusted for deposits on account) for cancellation of reservations within 100 calendar days of your scheduled arrival. This payment will be due within thirty (30) days of the cancellation notice. Payments after that date will incur a 1.5% per month (18% annually) late payment fee which will be added to the outstanding balance of your account.
- 4) If NCCC is able to find replacement bookings, this cancellation penalty will be refunded, less administrative costs. Again, initial and second deposits are non-refundable.
- 5) NCCC reserves the right to terminate this agreement at any time if it determines that the safety and health of your group or other guests, staff or residents may be at risk if your event proceeds as scheduled.
- 6) NCCC also reserves the right to terminate this agreement if, on its own judgment, your event is found to be contrary to the mission and core values of NCCC or disruptive of its operations.
- 7) In the unlikely event that such termination occurs, this agreement and all right associated with it will become null and void, and all money on deposit with NCCC will be refunded within 10 working days.

## **RESPONSIBILITIES AND LIABILITY**

### **Group Responsibility**

- 1) Every group and individual guest of NCCC shall at all times behave in a manner respectful of NCCC's stated mission and core values.
- 2) Providing a Christ-honoring atmosphere throughout the property, consistent with Biblical principles, is part of NCCC's commitment to all of its guests. In turn, we expect all guests to contribute to that environment by showing respect and courtesy to everyone on site – guests, staff, workers and others.
- 3) Each member of your group should become familiar with NCCC's **Core Values and Ground-Rules** for Guests prior to arrival. These are available on our website ([www.nc3.org](http://www.nc3.org)) or by request from NCCC. Your cooperation in helping us maintain a Christ-honoring atmosphere at NCCC is deeply appreciated.

### **Insurance**

- 1) A Certificate of Insurance must be provided by Guest to NCCC at least 30 days prior (unless otherwise specified by an authorized member of the NCCC staff) to your scheduled arrival date.
- 2) The Certificate of Insurance must cover \$1,000,000 bodily injury and property damage, and Worker's Compensation and Automobile coverage where applicable. Insurance must be in force during the entire period of your event.
- 3) The Certificate of Insurance must show all deductibles and coverage details. NCCC, its Directors, Officers and Employees must be named additional insured on that policy.
- 4) The policy must be written with an insurance company with an A.M. Best rating of A- or higher and must provide a minimum of 30 days notice to cancel.

### **Computer Hardware and Software**

- 1) NCCC and its staff shall not be held responsible by Guest or any of its participants for any equipment damage or data loss due to power outages, software viruses or other system malfunctions.
- 2) The cost of repairs or replacement of any NCCC hardware or software due to misuse by Guest, or any of its participants, will be added to the final bill.
- 3) NCCC and its staff shall not be held accountable for the legality or consequences of any computer files and internet material downloaded by its guests.
- 4) Guests are responsible for ensuring that software copyright laws and licensing agreements are obeyed when loading and downloading software onto NCCC computers.

### **Performance and Contingencies**

- 1) NCCC shall not be liable for any non-performance of this contract due to circumstances that are beyond the reasonable control of NCCC.
- 2) Such circumstances would include Labor actions, disputes, strikes, accidents, government regulations or restrictions on travel or transportation, on-availability of food, beverage or supplies, riots, national emergencies, weather and other causes whether or not specifically stated in this list, unless otherwise excused by an authorized member of the NCCC staff.

### **Conflict Resolution**

- 1) The parties to this contract agree that any claim or dispute arising from or related to this contract shall be settled by biblically-based mediation and, if necessary, legally binding, final and non-appeal able arbitration in accordance with the *Rules of Procedure for Christian Conciliation* of the Institute for Christian Conciliation.
- 2) Judgment upon an arbitration decision may be entered in any court otherwise having jurisdiction. The parties agree that these methods shall be the sole remedy for any controversy or claim arising out of this agreement and expressly waive their right to file a lawsuit in any civil court against one another for such disputes, except to enforce an arbitration decision.

## **ARRANGEMENTS AND SPECIAL CONSIDERATIONS**

### **Handicap Access and Special Health Situations**

- 1) Consistent with NCCC's commitment to provide professional and considerate hospitality to its guests, we will make every reasonable effort to accommodate guests who have disabilities or health situations that may require special preparation and attention.
- 2) Guest must advise NCCC at least ten (10) days in advance of any such special needs so that we will be prepared to serve them. Any such information will be held in strict confidence.
- 3) Special health situations might include pacemakers, diabetes, dietary requirements, etc.

### **Medical Emergencies**

- 1) NCCC provides no on-site facilities or care for medical emergencies and assumes no responsibility to offer medical care.
- 2) Guest assumes full responsibility to supervise its members and their behavior during your stay at NCCC as well as any specialized recreational activities you may plan.
- 3) In the event of a medical emergency, **911 – Emergency Services**, should be called.

### **Children**

- 1) While every effort has been made to ensure the comfort and safety of our guests, NCCC recognizes the special challenges that children represent in this regard.
- 2) Children and youth under the age of 18 must, at all times, be accompanied by or under the supervision of a parent/legal guardian, a responsible childcare worker or approved adult member of your group.
- 3) A medical release form and appropriate special instructions must be available for each child not under the immediate on-site supervision of their parent or legal guardian.
- 4) Ultimately, the safety and care of any children in your group and responsibility for ensuring that they do not represent a distraction or disruption to other guests belongs to Guest Coordinator.

### **Advanced Shipment and Storage of Material**

- 1) Material shipped to NCCC in crate or pallet-sized quantities for use by your group will not be accepted on-site earlier than forty-eight (48) hours prior to the start of your program, unless special arrangements have been made in advance and approved by NCCC.

### **Promotional Literature**

- 1) Any use of NCCC registered names or logos on promotional literature for your event must be approved by NCCC before printing. Please send pre-released promotional material to NCCC to the attention of Director of Marketing & Sales for review, unless otherwise noted and/or approved by an authorize NCCC staff member.