



CONTRACTS & DEPOSITS

Essential Ingredients of a Contract

- ▶ **Contract or Reservation Agreement, Indemnity--explanation**
- ▶ **Who is Group Leader—who signs**
- ▶ **Dates, time of arrival, time of departure**
- ▶ **Commuters**
- ▶ **Discount**
- ▶ **Deposit, deposit due gate**
- ▶ **Guarantee, cancellations**
- ▶ **Final payment, due when**
- ▶ **Meeting Space & lodging—right to change**

Essential Ingredients of a Contract

- ▶ **Meeting Space**
- ▶ **Equipment needed**
- ▶ **Furniture Layout**
- ▶ **Lodging**
- ▶ **Meals**
- ▶ **Extra activities**

Contract or Reservation Agreement

- ▶ Need a paragraph explaining why the agreement/contract is needed
- ▶ Sentence to satisfy insurance company about indemnifying and holding harmless

Who is the leader—who signs

- ▶ Can the leader sign or is a Controller, Business Manger
- ▶ At the center, don't sign until it comes back to you

Dates, Time of Arrival & Departure

- ▶ What is your check in time
- ▶ Do you charge for early bird arrival
- ▶ What is your check out time
- ▶ Do you charge if they go later than the time stated

Commuters

- ▶ Do you charge a meeting space and/or grounds fee or just a meal
- ▶ Does the leader know exactly when the commuters will be arriving

Discounts

- ▶ Do you do a discount for a group
- ▶ First timers, Episcopaleans, large groups
- ▶ What size of discount

DEPOSIT

- ▶ What size of deposit do you require—50% use a percentage, 50% dollar
25% use 10%, 25% use 25%, 43% use \$100-300, due when
- ▶ Any flexibility—87% yes 13% no
- ▶ Refundable, 17% allow a transfer, 25% if more than 60 days, 4% full refund
- ▶ Failure to pay equal cancellation 8% yes, 22% penciled in 70% no

Guarantee

- ▶ At what point does the group guarantee their number
- ▶ Is a certain percentage required on arrival

Final Payment

- ▶ When is final payment due
- ▶ 30 days
- ▶ Collections

Meeting Space

- ▶ Do you let the guests choose their meeting rooms
- ▶ Do you reserve the right to changes these if needed
- ▶ What if the number increases or decreases
- ▶ What is their room layout:
 - ▶ theater, circle, classroom, conference, U, hollow square, chevron

Lodging

- ▶ Terminology, privates, semiprivates, singles, doubles
- ▶ Can they change what they want when they arrive
- ▶ Do you request a bed chart
- ▶ Housekeeping—linens, how often changed
- ▶ Keys

Extra Activities

- ▶ Do you schedule other activities
- ▶ Ropes, zip line, tree climbing, pool, campfire, labyrinth, chapel, canoes
- ▶ Do you charge for these
- ▶ Do you require waivers for pool and canoes

MEALS

- ▶ When are the meals scheduled
- ▶ How do you handle dietary needs
- ▶ What do you do if they are late or early

Rules & Policies of the Center

- ▶ Wifi
 - ▶ Sports Equipment
 - ▶ Canoes
 - ▶ Pool
 - ▶ Campfires
 - ▶ Checkin & checkout
 - ▶ Damage
 - ▶ Golf carts, speed
- Recycle
 - Wildlife
 - Bugs
 - Storms
 - Medical