



## Marne Community and Spouses Club Reservations Policy 2020-2021

The Marne Community and Spouses' Club (MCSC) hosts periodic socials and events, and the reservations policy has been enacted in order to streamline the reservations process and to ensure that members understand the reservations deadline, the cancellation policy, and the club's policy regarding walk-ins and guests. This policy was established to ensure that all MCSC members have an enjoyable event experience, to maximize club resources, and limit undue expenses that can arise from inaccurate headcounts and late cancellations.

**Making a Reservation:** All MCSC members will receive an email at least three weeks prior to the event. The email will direct you to the MCSC website where you will reserve your spot for the event, or you may make your reservation directly at <http://www.marnecommunityandspousesclub.com>

The event invitation will contain pertinent information such as date, time, and place, and will include the welfare project for the month. To guarantee your reservation, you must RSVP through the website link. Your response must be received no later than 12:00PM on the deadline indicated in the event invitation, one week prior to the event. Responses made after the deadline will be placed on a waiting list and **ARE NOT** guaranteed a reservation to the event. All reservations done online will require an electronic online secure payment. If you would like to prepay via cash or check, you may do so at a luncheon event and prepay for the next month's luncheon.

Additionally, in the event that the website is unable to process RSVPs or otherwise becomes unavailable, please send your reservation to the Reservation Chairperson at [reservations@marnecommunityandspousesclub.com](mailto:reservations@marnecommunityandspousesclub.com). The same requirements for confirming a reservation via the website link also apply for emailing reservations.

**Email Confirmation:** All reservations and cancellations will be confirmed by an email from the Reservations Chairperson to the MCSC member. If you do not receive a confirmation email within 48 hours of making your reservation, please re-submit your response as it may not have gone through.

**Cancellation of a Reservation:** To cancel a reservation, you must send an email to [reservations@marnecommunityandspousesclub.com](mailto:reservations@marnecommunityandspousesclub.com) by 12:00PM on the deadline indicated in the event invitation. In order to receive a refund, you must cancel before the deadline. Cancellations made after the deadline will not be honored. MCSC is obligated to pay for all reserved meals, regardless of attendance to the event. Therefore, if you do not cancel your reservation and do not attend the event, you will still be held responsible for payment. You will receive a cancellation confirmation by email. In the event of an emergency after the cancellation

deadline has passed, please contact the Reservations Chairperson and give notification that you will be unable to attend the event. However, tickets are non-transferable.

**Cancellation of Socials or Events due to COVID-19 Precautions/Restrictions:** In the event that one of the monthly socials or events must be cancelled, by MCSC, due to ongoing or new COVID-19 precautions or restrictions a refund will be issued to the card used within 48 hours of the cancellation.

**Cancellation of Social or Events due to weather conditions or any uncontrollable circumstance:** In the event that one of the monthly socials or events must be cancelled due to weather or a circumstance beyond the control of MCSC a refund will be issued to the card used within 48 hours of the cancellation.

**Payment for Non-Attendance:** If you receive an email for non-attendance, you will not be able to attend the next luncheon or event until the past due amount is paid. You will be invoiced for the outstanding balance and will pay for it within 24hrs of the next MCSC event. If you choose to mail the payment, please address it to:

MCSC Reservations  
P.O. Box 3119  
Fort Stewart, GA 31315

**Walk-Ins:** Walk-ins will be allowed if seats become available due to cancellations, but only after the waiting list has been depleted. Walk-ins are not guaranteed at any social location.

**Guests and Non-Members:** MCSC members may bring guests to the programs. A guest or non-member who is eligible to become a MCSC member may only attend **one** MCSC social as a guest. In order to attend additional socials, the guest must become a member.

**Annual Reservation Payments:** If you would like to pay up front for all of the 2020-2021 socials, please email [treasurer@marnecommunityandspousesclub.com](mailto:treasurer@marnecommunityandspousesclub.com) for an invoice. Reservations are complete when the invoice is paid. If you need to cancel any social, please refer to the cancellation policy above.

**Business Associate Members:** Businesses that have applied for associate membership may send a maximum of **two** employees as their representatives to the monthly socials.

Please contact the Reservations Chairperson listed below if you do not have access to email or with any questions you may have regarding this policy.

[reservations@marnecommunityandspousesclub.com](mailto:reservations@marnecommunityandspousesclub.com)