
Terms, Conditions, & Policies

General:

- **Check in/out:** If you find your arrival time will change, please let us know ASAP. We reserve the right to ask your group to vacate guest rooms earlier than stated check-out time so that housekeeping can clean.
- **One** person for the group should be responsible for all correspondence with the VCCC office prior to the reservation date. If this person is different from the responsible person on-site during your event, please ensure that we have accurate contact details for both.
- Check-in is no earlier than 4:00 p.m. and check-out is no later than 10:00 a.m. Early check-in or late check-out must be arranged in advance and based on availability. **Early check-in or late check-out is generally not available on Sundays.**
- **We do not take credit cards.** Please ensure that your financial administrator understands that you will need a check.
- We strongly encourage re-booking for the following year while you are on-site. Re-booking for your preferred date for the following year will be available for 2 weeks after your event; **we cannot guarantee your preferred date if you do not re-book within 2 weeks of departure.**
- **Pets** are not permitted. Please help us comply with health department and insurance regulations by leaving your pets at home.
- **Smoking** or vaping is only permitted in designated outdoor areas. If housekeeping detects evidence of tobacco use in your room, including an odor of smoke (including vape odor) or cigarette butts in trash receptacles, **the office will bill your group \$100, to be added to your final balance.**
- While we do not object to moderate consumption of alcoholic beverages on our premises, you will be responsible for any liability associated with alcohol consumption. We do not supply alcohol through either sale or gift to our guests.
- **Firearms, illegal drugs, and fireworks are strictly forbidden.**
- Any breakage and/or damage to property will be added to your final balance.
- If you are staying in the Inn, wood for the fireplace will be provided from October 1 through Memorial Day. If your group burns through more than the wood provided, you will be assessed an additional \$100 fee, to be added to your final balance.
- Campfires in the fire pits at the Inn or the Mission House must be requested at least a week prior to your event.
- For groups bringing youth, it is recommended that your supervisors/chaperones have background and reference checks, as well as prevention of child abuse training.

Deposits:

- A \$200 per building deposit is required to secure your reservation, due no later than 14 days after receipt of contract.
- Your second deposit is ½ of your minimum amount, due no later than 120 days prior to your event. If you book your event later than 120 days prior to its start, your second deposit will be due a month *after* your initial deposit.
- **Your balance based on your final numbers is due upon arrival to the Conference Center.** Please arrange to bring a check with you to the event.
- Any additional balance is due no later than 14 days after your event's conclusion.
- Failure to pay deposits when due is a breach of this agreement and will give the Valle Crucis Conference Center the right to terminate this agreement and cancel the reservation, at the Valle Crucis Conference Center's sole discretion.

Minimums & Maximums:

- Your minimum amount due is based on the minimum guarantee per building. Unless otherwise negotiated, minimum occupancy requirements are as follows:
Inn: 35 adults **Farm House:** 12 adults **Annex, Mission House, & Bunk House:** 15 adults
- **If you do not meet the minimum guest number per building, you will be charged 50% of the difference between your actual number of guests and the minimum.**
- No later than 5 days prior to arrival, submit your final adult head count along with the number of people for each meal, and numbers for any children between the ages of 3-11 or 3 and under. Your final invoice will be prepared based on these numbers (but not less than the guaranteed minimum). Additional lodging and/or persons may be added based on availability at the contracted rates and will be billed accordingly. **Final payment is due at check-in.**
- Maximum occupancy for accommodations is based on the number of bed spaces and is subject to regulation by the Watauga County Fire Marshall.
- This reservation agreement and deposit calculation constitutes totals for lodging and standard meal service. Final total may also include the cost of additional meeting space arrangements, A/V rental, or additional charges.

Cancellations:

- **Cancellations greater than 60 days out:** Your initial nonrefundable deposit will be forfeited unless you choose to transfer your deposit to another date within one calendar year of your original retreat date. You will have 30 days to book this new retreat date based on availability. Deposits may only be transferred one time.
- **Cancellations 60 days to 30 days out:** Your deposits paid will be forfeited unless you choose to transfer your deposit to another date within one calendar year of your original retreat date. You will have 30 days to book this new retreat date based on availability. Deposits may only be transferred one time.
- **Cancellations less than 30 days out:** Your deposits paid will be forfeited.
- **Inclement Weather Cancellations:** We want groups coming to Valle Crucis in the winter to have a safe and enjoyable retreat. For many, that means skiing and a snowy weekend. We do know that winter brings unpredictable conditions on the roads. For this reason, we **strongly** encourage your group to be prepared by traveling with chains, snow tires, and/or all-wheel drive vehicles.
- **We also realize that in extreme weather, groups will often consider cancelling or rescheduling their retreat.**
 - **If the roads on your route are officially closed** by the NC Department of Transportation or the NC Highway Patrol, we will reschedule your group for a later date or refund your entire deposit.
 - **If the weather is poor and you were not prepared accordingly,** we will be unable to refund your deposit. We will be happy to reschedule your retreat any time in the next year after the original date and will apply your deposit to the new date.
 - **If the ski resorts are closed due to poor slope/weather conditions, or they simply report poor conditions,** we will assume that at least part of the reason for your stay at Valle Crucis is spiritual growth, education, and fellowship, and that you can make the retreat a success without skiing. We will be glad to help suggest alternative recreational and cultural activities. We are unable to refund your deposit.

Liability for Injury to Persons or Property:

- a. Lessee agrees to supervise and to assume full control and responsibility for any persons, entities or things other than the Valle Crucis Conference Center personnel or property who/which are, for any reason, on the facility by reason of Lessee's program or use of the facility.
- b. Lessee agrees to defend, indemnify, and hold harmless the Valle Crucis Conference Center and its past, present, and future members, directors, officers, employees, agents, and independent contractors and its and their successors, assigns, and heirs from and against any harm and/or claim made by any third party arising out of or in any way connected with Lessee's actions and/or failure(s) to act in respect of its use of the facility.
- c. For the purpose of this section, "any person" includes, but is not limited to, Lessee's agents and employees, participants in Lessee's program, and Lessee's visitors.

Proof of Insurance:

The lessee at its sole cost and expense shall provide coverage of general public liability insurance, including contractual liability coverage, with such limits (minimum \$1,000,000.00 coverage) and with such terms as may be reasonably requested by the Valle Crucis Conference Center for the term of the Rental Agreement against claims for bodily injury or property damage incurred by the Valle Crucis Conference Center by reason of any injury or damage to any property or to any person, including any employee or agent of the Valle Crucis Conference Center arising out of any act or omission either by Lessee or by an agent, licensee, employee, member, guest, or invitee of Lessee. The Lessee shall provide to the Valle Crucis Conference Center, prior to the arrival date, a certificate naming the Valle Crucis Conference Center as an additional insured, duly authorized and executed by the insurance carrier of Lessee, that the said liability insurance reasonably requested by the Valle Crucis Conference Center will be effective during the term of the Rental Agreement Contract.

If for some reason Lessee cannot provide or is unwilling to provide a certificate of insurance, the Valle Crucis Conference Center will provide this insurance coverage with the payment of an additional \$115.00 over and above contract amount.

Please keep one copy of this agreement for your records and return one signed copy along with any applicable deposit within 14 days to:

The Valle Crucis Conference Center, PO Box 654, Valle Crucis, NC 28691

Or scan and email to business@vconferences.org.