

# Midtown Event Center – Cancellation Policy

At Midtown Event Center, we understand that plans can change. Our cancellation policy is designed to be fair to our clients while allowing us to manage our schedule and resources effectively.

## 1. Reservation Deposit

- A non-refundable deposit of **20%** is required at the time of booking to secure your date.
- This deposit will be applied toward your total balance.

## 2. Cancellation by Client

- **More than 90 days prior to the event:** All payments made (excluding the non-refundable deposit) will be refunded.
- **60–90 days prior to the event:** 50% of the total rental fee and all payments made will be refunded.
- **30–59 days prior to the event:** 25% of the total rental fee and all payments made will be refunded.
- **Less than 30 days prior to the event:** No refund will be issued.

## 3. Rescheduling

- Clients may reschedule their event **one time** without penalty if requested **at least 60 days prior** to the original event date.
- Rescheduled dates are subject to current availability and rates.

## 4. Cancellation by Midtown Event Center

- In the unlikely event that Midtown Event Center must cancel your booking due to unforeseen circumstances, you will receive a full refund of all payments made, including your deposit.
- We will also work with you to find an alternate date if possible.

## 5. Force Majeure

- If the event is canceled due to circumstances beyond the control of both parties (e.g., natural disasters, government restrictions, public health emergencies), all payments made will be credited toward a future booking within 12 months of the original event date.

## 6. Communication

- All cancellation or rescheduling requests must be submitted **in writing** to [charlotte@mosaicchurch.net](mailto:charlotte@mosaicchurch.net)
- The date of receipt will be considered the official cancellation date.

Signature: \_\_\_\_\_

Print: \_\_\_\_\_