

Terms and Conditions

1. Rental Fees: Rental Fees are due at time of booking to guarantee reservations. Deposits are a flat rental fee, not applicable to the final bill, and are nonrefundable according to our cancellation policy.

2. Minimums: There is a minimum spending requirement on food and drink that does not include deposits, tax or gratuities. Minimum amounts are as follows: Friday & Saturday PM - **\$800**; Sunday-Saturday AM and Sunday-Thursday PM - **\$300**.

3. Payments & Credit Card Authorization: Preferred payment information should be provided at time of booking. Final payment is due at time of service. The provider accepts cash, personal checks and major credit cards. Cyrano's reserves the right to hold credit card information for any event with estimated bids totaling **\$800** or more, and to apply charges as outlined in the terms and conditions.

4. Nonprofit, Charity & Tax Exemptions: Nonprofit, charity and other tax-exempt groups may be eligible for reduced room use fees during weekdays. Groups exempt from sales tax must provide documentation of status prior to time of payment.

5. Guaranteed Guest Counts: A guaranteed number of guests must be provided a minimum of fourteen (14) days prior to the event. The client will be charged based on the guaranteed number of guests for buffet items and packages, or actual number served for seated lunch and dinner packages.

6. Event Timelines: Events held between 11AM and 4PM are considered daytime ("AM") events and are subject to AM rates and room use fees. AM events are booked in three (3) hour increments. Evening ("PM") events are held after 4PM and are subject to PM rates and room use fees. PM events are allowed use of the venue until closing time; 10PM Sunday-Thursday or 12AM Friday & Saturday. Cyrano's Café allows clients, vendors and event hosts access to the venue one (1) hour prior to scheduled start time. Early access is a complimentary service and not included in the three (3) hour timeslot. Please note that event staff are scheduled one (1) hour prior to event start time to make arrangements for seating, bar service and table arrangements. AM Events lasting more than three (3) hours may be subject to overtime fees of **\$150 per hour** beyond the allotted time slot.

7. Menus: Our Executive Chef and Event Managers are pleased to arrange, create and customize a menu to suit your needs. Please advise prior to the event if your guests have any dietary or allergy concerns. The provider may not be able to honor special requests, modifications or substitutions during events. We ask that menu items are selected a minimum of two weeks (14 days) prior to the event. Cyrano's Café provides signage and printed menus on request. Menus provided by the client must be approved by an Event Manager prior to the event.

8. Cancellations & Refunds: Cancellations made (60) days prior to scheduled events will receive 100% refund on Rental Fees. Cancellations made up to (30) days in advance may receive 50% refund on Rental Fees. Rental Fees are non-refundable for events cancelled less than (30) days prior to events. Cancellations made less than (7) days in advance may be subject to full estimated charges, applied to the credit card on file.

9. Acts of God: The client shall indemnify the provider against any and all claims of loss or damage resulting from extenuating circumstances such as flood, fire, strike, inclement weather, acts of god or any cause beyond reasonable control of the provider (Cyrano's Café). Under these conditions, the provider will reschedule an event on an available date. Deposits and other monetary fees will be applied to the new event or refunded to the client.

10. In-House Food & Beverage: Cyrano's Café is the sole supplier of food and beverage with the exception of wedding cakes. Outside desserts are subject to a service fee of **\$35**, which includes presentation, service and use of china or flatware. Any outside food or beverage items brought into the venue without prior approval of an Events Manager is subject to a **\$200** penalty, applied to the credit card on file.

11. Alcohol Service: It is the policy of Cyrano's Café to serve alcohol in a responsible manner. If your event includes alcohol, identification will be required for guests under the age of (25). Guests under (21) years of age will not be served. The provider reserves the right to refuse service to anyone without proper identification, intoxicated or under the influence of illegal or controlled substances. The provider reserves the right to remove any guest who causes disturbances during an event.

12. Minors Policy: Children under the age of (18) must be accompanied by an adult. The provider requests that for every (5) children, (1) adult chaperone (18) years or older is present throughout the event.

13. Floor Plans: Floor plans are determined prior to an event, based on the number of guests and style of service. Cyrano's Café follows the local fire code for guest capacity, walkway space and emergency exits. We ask that guests adhere to our floor plan designs and work with Event Managers to choose a plan that supports safety, accessibility and the comfort of their guests. Custom floor plans may be subject to a **\$50** setup fee.

14. Cleanup: Event pricing includes general clean up of the venue. Guests who opt to use glitter, confetti, scotch tape, adhesives and other damaging materials are subject to an additional **\$50** cleaning fee. Masking, painters tape and zip ties are acceptable materials for hanging décor.

15. Taxes & Gratuity: The provider will add **9.113%** general sales tax and **20%** gratuity to the total bill. Tax and gratuity does not apply to spending requirements. At time of payment, guests may opt to add an additional tip to their bill. The provider reserves the right to display tip jars throughout events.

16. Bar Labor: Bar service is included in the cost of "host bar packages". Events with a "cash bar" option are subject to a rate of **\$15 per hour** of service in addition to gratuity.

17. Audio-Visual Service & Music: The venue features background music that is synced with our house stereo system. Guests desiring custom playlists or music must bring their own equipment and sound systems. Audio-visual equipment including projectors, screens and microphones can be rented through two (2) weeks prior notice. Pricing and availability subject to change, based on availability.

18. Decorations: Fixtures, decorations and furniture may not be removed from the venue. Nothing may be hung from the ceilings. Masking, painters tape and zip ties are acceptable materials for hanging host's decorations. No scotch tape or other adhesives may be applied to surfaces (see item 14). Clients are responsible for coordinating any additional decorations (centerpieces, banners, etc.)

19. Room Divider Rental: Groups may opt to use a room divider, available for a **\$50** setup fee.

20. Pricing & Menu Changes: Cyrano's reserves the right to update pricing or menu offerings at any time. Clients will be informed of any changes prior to billing.

20. Lost or Stolen Items: Cyrano's Café will not be held responsible for any lost or stolen items.