

Terms and Conditions

1. Rental Fees: Rental Fees are due at time of booking to guarantee reservations. Rental fees are a flat, one-time payment and are not applicable to the final bill or minimum spending requirements, and are nonrefundable according to our cancellation policy (*see 5. Cancellations & Refunds*).

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 - **\$1,000**; All AM Events and Sunday-Thursday PM - **\$500**. If minimum is not met through food and drink purchases, the remaining balance will be added to the final bill.

3. Payments & Credit Card Authorization: Final payment is due at time of service. Credit cards used to pay the rental fee are NOT held on file for final payment. Cyrano's Café accepts cash, personal checks and major credit cards. Cyrano's reserves the right to hold credit card information and to apply charges as outlined in the terms and conditions (*see 5. Cancellations and 7. Cleanup*).

4. Guaranteed Guest Counts: A guaranteed number of guests must be provided seven (7) business days prior to the event. Any final changes to the guaranteed number of guests must be made no later than forty-eight (48) hours in advance of the event. The client will be charged based on the guaranteed number of guests for all buffet and seated meal packages. Our event space holds up to 50 people for a seated event, and up to 70 people for a "cocktail-style" event. Groups over capacity must have prior approval through events manager.

5. 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 are subject to a charge of 20% of the estimated final bill.

6. Decorations: Fixtures, furniture and room decor may not be removed from the venue. Nothing may be hung from the ceilings. No scotch tape or other adhesives may be applied to surfaces; banners, signs, etc may not be hung using tape or adhesives. Guests are responsible for coordinating and removing any additional decorations brought into the venue (*see 7. Cleanup*).

7. Cleanup: Cyrano's Café will provide general cleanup of the venue, excluding outside decorations brought into the venue by guests. All outside decorations (balloons, streamers, signs, flowers, party favors, centerpieces, boxes, etc.) are the responsibility of the guests to remove within their allotted time slot. Decorations that must be removed by staff are subject to an additional **\$50** cleaning fee. Guests who opt to use glitter, confetti, adhesives and other damaging materials are subject to an additional **\$100** cleaning fee.

8. Event Timelines: Weekday events between 11AM and 4PM and weekend events between 11AM and 6PM are considered daytime ("AM") events and are subject to AM rates and room use fees. AM events are booked in three (3) hour increments. Weekday events beginning after 4PM and weekend events beginning after 6PM are considered evening ("PM") events and are subject to PM rates and room use fees. PM events are allowed use of the venue until closing time; 9:30PM Sunday-Thursday or 11PM Friday & Saturday. Cyrano's Café allows clients, vendors and event hosts access to the venue forty-five (45) minutes 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 and service. AM Events lasting more than three (3) hours may be subject to overtime penalties of **\$100 per hour** beyond the allotted time.

9. Allergies, Dietary Restrictions, Menus and Modifications: Events Managers are pleased to arrange 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. Menus provided by the client must be approved by an Event Manager prior to the event.

10. 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.

11. In-House Food & Beverage: Cyrano's Café is the sole supplier of food and beverage with the exception of approved desserts. 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.

12. 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. 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.

13. 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 (21) years or older is present.

14. 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.

15. 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.

16. Taxes & Gratuity: The provider will add **9.238%** general sales tax and **22%** gratuity to the total bill. Tax and gratuity does not apply to minimum spending requirements. At time of payment, guests may opt to add an additional tip to their bill.

17. Bar Labor: Bar service is included in the cost of host bar packages such as "Open Bar" and "Consumption Bar". Events with a "Cash Bar" option are subject to a rate of **\$15 per hour** of service in addition to gratuity. Cyrano's reserves the right to display a tip jar during Cash Bar events.

18. Music: The venue features an in-house music system that offers free streaming from Spotify. Guests are welcome to request specific playlists or genres of music from this service. Cyrano's is unable to play custom playlists on our sound system, however guests are welcome to bring in their own personal music playing device. Cyrano's does not provide any live music, but small bands and DJs arranged through the event host are allowed with prior approval.

19. Audio-Visual Services: Screen and projector rental and set-up is available for a \$20 fee. Cyrano's does not provide any other audio-visual equipment, however we are happy to arrange rental of speakers and microphones through a third party company with (10) days advance notice. Pricing and availability subject to change.

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.