

GROUP BOOKING POLICIES & PROCEDURES

1. **ROOM RATES:** All rates quoted are based upon the customer's sleeping room requirements as outlined in the room's contract.

At the Village Green Resorts discretion, the original room rates may be renegotiated if a negative variance of more than 20% from the rooms originally booked is indicated in the final rooming list or is actually utilized.

2. **DEPOSIT/ROOMING LIST/PAYMENT:** The specific deposit and payment terms are outlined in the contract. It is understood that all payments must be made in U.S. dollars, if any portion of the Village Green Resort charges are to be billed; prior credit approval must be obtained from the Village Green Resort.
3. All incidental charges must be paid by each group member prior to departure from the Village Green Resort.
4. **CANCELLATION POLICY:** Should cancellation of the rooms become necessary, the Village Green Resort must receive cancellation notification in writing prior to the cancellation date indicated on the Rooms Contract. If a cancellation occurs after that date, the refunding of any deposit or monies received as prepayment will be made at the discretion of the Village Green Resort.
5. **PORTERAGE:** baggage handling is subject to the rates and conditions outlined on this contract. If baggage must be stored or rehandled, an additional charge may be added.
6. **VILLAGE GREEN RESORT ARRIVALS AND DEPARTURES:** During periods of high occupancy, group rooms may not be available upon arrival. Rooms will be made available for group check in as soon as possible.
7. **EXTRA PERSONS, ROLLAWAYS, AND CRIBS:** There is no charge for children 18 years of age or younger, providing they share the same room with their parent(s) with existing bedding. (

There is an extra charge per person for more than double occupancy in a room. Rollaway charges are \$10.00 and Cribs are \$5.00 nightly.

8. **ALTERNATIVE ACCOMMODATIONS:** The Village Green Resort reserves the right to accommodate the group, or any part thereof, in another Village Green Resort of equivalent or better standing as determined in the reasonable judgment of the Village Green Resort for the duration of the group's stay or any part thereof at no extra charge to the agent, regardless of the price of alternative accommodations.
9. The Village Green Resort shall not be liable for non-performance of this contract when such non-performance is attributable to labor troubles, disputes, or strikes, accidents, government (Federal, State and Municipal) regulations of, or restrictions upon travel, or transportation, non-availability of food, beverage, or supplies, riots, national emergencies, acts of God and other causes whether enumerated herein or not, which are beyond the reasonable control of the Village Green Resort, preventing or interfering with the Village Green Resort's performance.

I have read and agree to the Room Booking Policies and Procedures.

Signature: _____ Date: _____