

***Randolph Riverfront Center (RRC)***  
***Booking Policies and Procedures***  
*Revised Jan 15, 2020*

**First Priority Events**

First priority will be given to conventions which are state, regional, national, and international in nature, and which will have significant economic impact on the community in terms of hotel room occupancy. A signed, fully executed contract for first priority events may be issued at anytime prior to the convention date.

The event date is tentative on the RRC books until the RRC receives a signed contract from the booking organization. The function will be considered booked and the date definite after receiving the signed contract. The signed contract must be returned within 60 days of date of contract. If the contract is not received within the 60 days, the RRC will release the date being held.

A 50% deposit on new bookings is required one year prior to the date of the event to continue to hold the event dates on a definite basis. Should the deposit not be received, the RRC reserves the right to release the date for other bookings.

Complete payment of remaining balance is required 30 days prior to date of event.

**All Other Events**

Second priority will be given to trade shows, multiple day public shows and local socials. A signed, fully executed contract for second priority events may be issued 364 days prior to the event date.

The event date is tentative on the RRC books until the RRC receives a signed contract and a 50% deposit from the booking organization. The function will be considered booked and the date definite after receiving the signed contract and 50% deposit. The signed contract and deposit must be returned within 21 days of date of contract. If the contract is not received within the 21 days, the RRC will release the date being held on a tentative basis.

Complete payment of remaining balance is required 30 days prior to date of event.

**Definition of a Rental Day:**

A rental day is defined as beginning at 8:00 AM and concluding at 11:59 PM of the same date. Rental rates are assessed for areas of the RRC on a full rental day basis only. An additional charge of \$250 per hour (or part thereof) may be assessed for additional time outside of contracted hours.

**Financial Policy:**

- 1) If bookings occur 30 or less days prior to the event, full payment is due at time of booking.
- 2) Governmental agencies will be allowed to provide the RRC with a signed contract and official hard-copy purchase order for the full estimated amount of the rental in lieu of a signed contract and 50% deposit. The group will be considered definite with a signed contract and purchase order. Full payment is due in accordance with the purchase order agreement.
- 3) For both priority groups, once a two-year payment history is established, with deposits and full payments being received on time, the RRC may waive the deposit fee for subsequent bookings as long as a signed contract has been executed. Full rental payment will then be due 30 business days prior to the event.

**Rental Rebate:**

Special rental rebates will be given to first priority clients using the full building. Rebates will be offered to groups who assist in fulfilling the RRC'S mission and objectives.

Due to the beneficial economic impact of citywide conventions and meetings, that cannot be housed in other private local facilities, the following rental rebate will be offered on full building rentals:

- 1) \*First Priority Bookings consuming 300 rooms, accumulatively over the duration of their event, will be eligible for 50% off the venue normal full daily rental cost for each day of the event, excluding move-in days. Rebate is not applicable for bid proposals, and cannot be used in conjunction with other discounts offered.
- 2) \*First Priority Bookings consuming 150-299 rooms, accumulatively over the duration of their event, will be eligible for 25% off the venue normal full daily rental cost for each day of the event, excluding move-in days. Rebate is not applicable for bid proposals, and cannot be used in conjunction with other discounts offered.

\*Note: First Priority Bookings will be required to have a signed contract, and payment in full is due, 30 days prior to the event, to be eligible for the rental rebate.

\*Note: Venue rental rebate is only applicable to the normal full daily rental of the venue. No other equipment, move-in days, services or chargeable offerings from the venue are included in the rental rebate policy.

It will be the responsibility of the convention/meeting planner to provide acceptable written confirmation from area hotels of room night consumption to the RRC, within 10 business days following the conclusion of their event.

### **Catering:**

Each customer/event is responsible for choosing the caterer to service their event. The caterer you choose must be licensed and insured, including product liability and alcohol rider where applicable. Caterer must extend their policy coverage to the Riverfront Center, The City of Alexandria and the Alexandria/Pineville Area Convention & Visitors Bureau. All caterers will be required to sign an agreement with the RRC acknowledging that upon completion of an event the Facility Director or Manager on Duty will inspect all catering facilities. If the inspection proves to be unsatisfactory the caterer will be billed a minimum of \$250.00 for clean-up. Damages to the kitchen or equipment will be billed separately.

### **Contracts:**

All contracts will be considered binding, definite agreements when signed by the client and the RRC.

### **Cancellations:**

Clients of RRC will forfeit deposits paid to the RRC when canceling an event for any reason, and at any time prior to event.

### **Policy Deviations:**

All requests for deviations from the policies listed above must be received in writing and formally approved by the APACVB Board. This process could take 45 days or more for the Board to meet and render a decision on the request.