HOUSE OF GOLDEN MOMENTS

BOOKING POLICIES & RENTAL TERMS

Please review these policies carefully before submitting payment. These terms help ensure a safe, organized, and enjoyable experience for everyone using House of Golden Moments.

1. RESERVATIONS & PAYMENT

Standard Reservations

- Full payment (100%) is required at booking to secure the date and time.
- Inquiries, walkthroughs, verbal agreements, and unpaid invoices do not reserve or guarantee availability.
- Reservations are confirmed only after required payment is received.

Two-Payment Option

- For larger bookings, a two-payment option may be approved at our discretion.
- **First payment:** 50% upfront to secure the booking. This initial payment is nonrefundable.
- **Second payment:** Remaining 50% due no later than 14 days before the event.
- Only two payments are permitted. Smaller installments or additional payment arrangements are not available.
- Bookings within 14 days of the event require full payment.
- Missing the final payment deadline may result in cancellation and forfeiture of payments already made, subject to applicable law.

2. CANCELLATIONS & RESCHEDULING

Paid in Full at Booking

- **30 days or more before event:** 100% refund, excluding applicable fees.
- **7 days to less than 30 days:** 50% refund, excluding applicable fees.
- **Less than 7 days:** No refund.

Two-Payment Option

- The initial 50% payment is nonrefundable regardless of cancellation date.
- Any second payment follows the standard refund timeline: 100% refunded at least 30 days before the event; 50% refunded from 7 to less than 30 days; no refund less than 7 days before the event. Applicable fees are excluded.
- Paying the second payment early does not change the original two-payment cancellation terms.

Rescheduling

- **14 days or more before event:** $100 fee.
- **Less than 14 days before event:** $250 fee.
- Rescheduling is subject to availability. Fees are nonrefundable, separate from the booking balance, and must be paid before the new date is confirmed.
- The renter has 30 days from the initial written request to select an approved new date and pay the fee. The event itself may be more than 30 days away.

- A request does not automatically extend, change, or release the original reservation. Until accepted, the original reservation remains in effect.
- Once accepted, the original date is released and rescheduling terms apply. Failure to confirm a new date and pay the fee within 30 days results in forfeiture of booking payments, subject to applicable law.
- One reschedule per booking. Cancellation and rescheduling requests must be in writing.

3. RENTAL TIME, SETUP & CLEANUP

Rental Time

- Paid rental time includes setup, decorating, vendor access, event activities, breakdown, and cleanup.
- No early access. All guests, vendors, decorations, and personal belongings must be out by the scheduled end time.

Cleanup

- Remove all food, beverages, decorations, and belongings; clean spills and messes.
- Securely bag all trash and take it to the designated outdoor dumpster.
- Leave venue, furniture, and equipment in the same general condition as received.
- House of Golden Moments sets up and takes down its rented tables, chairs, linens, and other add-ons. Renters must clear their belongings and decorations from these items.

4. OVERTIME

- Time beyond the scheduled end is overtime, including cleanup.
- Overtime is billed at 1.5 times the applicable hourly rental rate in 30-minute increments; any part of an increment is billed as a full increment.
- An overtime invoice is issued on the event day and is payable immediately upon receipt. Booking the venue constitutes agreement to pay applicable charges.
- Overtime does not authorize an extension without approval and is not guaranteed.

5. CAPACITY & GUEST RESPONSIBILITY

Capacity

- Maximum capacity is 70 people across all rooms. Renters must comply with occupancy and safety requirements for their layout.

Guest Responsibility

- Renters are responsible for guests, children, vendors, and contractors and for everyone leaving on time.
- Children must be supervised by a responsible adult. All attendees must respect venue policies, furnishings, and neighboring businesses.

Injuries, Loss & Property

- Renters and guests are responsible for their belongings and must exercise reasonable care.
- House of Golden Moments is not responsible for missing or damaged belongings except where required by law, or, to the fullest extent permitted by law, injuries and losses caused by renters, guests, vendors, or attendees.
- Renters are financially responsible for damage caused by themselves, guests, or vendors, excluding ordinary wear and tear.

6. TABLES, CHAIRS & ADDITIONAL RENTALS

- Existing lounge furniture, TVs, ring lights, and standard amenities are included.
- Additional tables, chairs, linens, cocktail tables, decor, and specialty items cost extra unless listed as included.
- Additional rentals must be approved and paid for before the event. House of Golden Moments handles their setup and takedown.
- Renters must care for equipment and may not remove it from the venue without written approval. Renters pay for missing or damaged items beyond ordinary wear and tear caused by their party.
- Confirmed rental hours cannot be reduced, and purchased add-ons cannot be removed for a partial refund.
- Extra hours or add-ons may be requested subject to availability and payment. Cancellation of the entire reservation follows Section 2.

7. DECORATIONS

- Decorations are welcome if they do not damage walls, draping, furniture, or equipment. Nails, screws, staples, and damaging materials are prohibited.
- Glitter and confetti are strictly prohibited. A $250 cleaning fee applies; documented additional cleaning or repair costs exceeding that amount may also be charged.
- No open flames, real-flame candles, sparklers, fireworks, smoke machines, or fog machines. Battery-operated LED candles are permitted.
- Keep exits and safety equipment clear. Remove all decorations and adhesives before the rental ends.
- Renters are responsible for damage or excessive cleaning. Applicable fees are invoiced on the event day and payable immediately upon receipt, subject to law.

8. FOOD, CATERING & OUTSIDE VENDORS

- Outside food, catering, and vendors are welcome. No commercial kitchen or cooking facilities are provided.
- Deliveries, setup, and breakdown must occur within the paid rental time. Vendors may not enter or deliver early.
- Renters must coordinate vendors and ensure they follow venue rules and leave on time.
- Renters must clean food, drinks, spills, and waste and pay for vendor-caused damage or excessive cleaning beyond ordinary wear and tear.

9. CLEANING, DAMAGE & ADDITIONAL CHARGES

- Renters pay reasonable cleaning, repair, or replacement costs for damage to furniture, floors, walls, electronics, decor, and equipment caused by themselves, guests, or vendors, excluding ordinary wear and tear.
- Excessive cleaning, stains, missing items, and broken equipment may incur charges.
- Report damage, spills, and incidents as soon as possible.
- Additional charges are invoiced and due immediately upon receipt. By booking, renters agree to pay applicable charges, subject to law.

10. PARKING & VEHICLES

- Complimentary rear-lot and designated parking is shared with other businesses, first come, first served; availability is not guaranteed.

- Follow posted signs and park legally. Do not block entrances, exits, driveways, fire lanes, accessible spaces, or vehicles.
- Improperly parked vehicles may be ticketed or towed at owner expense.
- House of Golden Moments is not responsible for vehicle damage, theft, citations, towing fees, or parking incidents except where required by law.

11. BUILDING ACCESS & COMMON AREAS

- The venue is on the second floor of a shared commercial building, accessible by stairs only; no elevator.
- Use the rear entrance. Two gender-designated restrooms are directly outside the venue on floor two, and two unisex restrooms are on floor one.
- Keep hallways, stairways, exits, and shared areas clear and respectful. Do not enter other businesses or restricted areas.
- Renters are responsible for guest/vendor conduct and may be charged for damage or excessive mess in shared areas.

12. SAFETY, SECURITY & PROHIBITED ACTIVITIES

- No smoking or use of tobacco or marijuana products indoors.
- Illegal activity, violence, threats, harassment, dangerous behavior, intentional damage, and tampering with cameras, locks, alarms, or safety equipment are prohibited.
- Keep emergency exits, halls, stairs, and safety equipment accessible. Do not enter restricted areas.
- Security cameras operate in the venue and shared building areas for safety and property protection.
- House of Golden Moments may stop an event or require departure for serious safety concerns or policy violations.

Music & Noise

- Music, DJs, and entertainment are welcome.
- Volume must not create excessive disturbance to neighboring businesses or surrounding property.
- House of Golden Moments may request reasonable volume adjustments for safety, building requirements, or complaints; renters and guests must comply.

13. PERSONAL PROPERTY

- Renters, guests, and vendors are responsible for belongings and must remove them before the rental ends.
- House of Golden Moments is not responsible for lost, stolen, damaged, or forgotten items except where required by law.
- Items left behind may be held temporarily as a courtesy, but storage and retrieval are not guaranteed.
- Unclaimed items may be disposed of according to applicable law. Retrieval must be arranged and approved in advance.

14. LIABILITY, ASSUMPTION OF RISK & INDEMNIFICATION

Responsibility & Risk

- Renters are responsible for activities and conduct of guests, children, vendors, and attendees.
- Renters and guests acknowledge risks of accidents, falls, injury, and property damage and must conduct activities safely.

Injuries & Losses

- To the fullest extent permitted by law, House of Golden Moments, its owners, employees, and representatives are not responsible for injuries, accidents, theft, or losses caused by negligent or wrongful actions of renters, guests, vendors, or attendees.

- Nothing in these terms excludes liability that cannot legally be excluded.

Damage & Legal Responsibility

- Renters agree to reimburse reasonable, documented costs of damage caused by themselves, guests, or vendors, excluding ordinary wear and tear.
- To the fullest extent permitted by law, renters agree to indemnify and hold harmless House of Golden Moments, its owners, employees, and representatives against third-party claims, losses, damages, and reasonable legal expenses to the extent caused by negligent or wrongful acts of the renter, guests, or vendors, or material violations of venue policies.
- Report injuries, accidents, or safety incidents as soon as possible.

15. EMERGENCIES & CIRCUMSTANCES BEYOND OUR CONTROL

- House of Golden Moments may postpone, reschedule, or cancel when circumstances beyond reasonable control prevent safe or legal operation, including severe weather, disasters, outages, building emergencies, or government restrictions.
- If the venue cannot provide reserved services, renters may reschedule to an available date without extra charge or receive a refund for services not provided. Rescheduling fees are waived in these cases.
- House of Golden Moments is not responsible for outside vendor or travel expenses except where required by law.
- If the venue remains available but the renter cancels for weather, travel, or personal reasons, Section 2 applies.

16. RIGHT TO TERMINATE AN EVENT

- House of Golden Moments may immediately stop or terminate events for illegal activity, violence, threats, harassment, dangerous behavior, serious safety concerns, significant property damage, excess occupancy, tampering with security equipment, blocked exits, or serious/repeated policy violations.
- Warnings and opportunities to correct problems may be offered when appropriate but are not required for serious violations.
- Renters and guests may be required to leave immediately. Events terminated for renter, guest, or vendor violations are nonrefundable to the extent permitted by law.
- Renters remain responsible for damage, cleaning, overtime, and other charges. Emergency services or law enforcement may be contacted when necessary.

17. ACKNOWLEDGMENT & AGREEMENT

- Please review all Booking Policies & Rental Terms before submitting payment.
- By making payment, the renter acknowledges receiving, reviewing, and agreeing to these terms; accepts responsibility for guest and vendor compliance; and agrees to cancellation, rescheduling, overtime, cleaning, damage, and additional charges.
- Reservations are confirmed only after required payment is received.

IMPORTANT: ACKNOWLEDGMENT & AGREEMENT

BY SUBMITTING PAYMENT, YOU ACKNOWLEDGE THAT YOU HAVE RECEIVED, REVIEWED, UNDERSTOOD, AND AGREE TO ALL HOUSE OF GOLDEN MOMENTS BOOKING POLICIES & RENTAL TERMS, INCLUDING CANCELLATION, RESCHEDULING, OVERTIME, CLEANING, DAMAGE, AND ADDITIONAL FEES.

These terms apply to your reservation and any applicable additional charges.