

# **BEXX SECRET GARDEN POLICIES AND PROCEDURES**

## **Event Operating Hours**

**Tuesday thru Sunday, 10 AM to 10 PM.**

## **Deposits - Payments - Refund - Cancellation Policies**

**Deposits to hold your date and time start at 500.00 & up** depending on the type of event and date you want to have.

All date and time hold deposits are **Non-Refundable after 48 hours of your deposit**. You may cancel within the first 48 hours and receive a full refund minus a 95.00 administrative fee.

### **Payments & Cancellation**

BSG will structure a payment plan based on the type of event and details of the event and provide the client with the payment plan for their signature.

We understand that due to unforeseen circumstances you may wish to cancel the booking date. We allow a full refund minus a \$95 administration fee if cancelled within 48 hour period.

The administration fee is calculated on the amount of time we spend on correspondence and office time with you

### **All Final Payments are Due 2 Weeks before the event date.**

If you cannot make your final payment within the 2-week required period, your event will be canceled and rescheduled for another available time you choose that is available on our calendar. Your final payment will be required for the reschedule. There will be an additional cancellation fee of 10% of the total amount you paid in order to confirm and hold your new event date. You may reschedule to another available time at BSG within a year of your cancellation.

**Damage and overtime deposit fee of \$500** is fully refundable within five days after your event providing your party has not caused damages, and there were no overtime fees charged.

## **Event Overtime Policy**

Unfortunately, we have had to institute an overtime policy due to guests using more of the time they have reserved and going well past their allotted time, costing us losses and delays in preparations for a possible event that would start shortly after.

**A 30.00 charge will start 15 minutes after your contracted event end time.** There will be a 30.00 charge every 15 minutes thereafter. Working employees' salaries will also be taken from your deposit for the overtime they have to work.

## **Services Fee's & Gratuity**

There will be a 20% administrative charge on the total amount of each custom event. Package pricing and specials do not require this charge.

Event Planning & Design Fees will be based on each event, as quoted in the contract.

BSG does not add gratuity to its fees. Gratuity is up to the client. If you wish to give a gratuity for excellent service, please give it to Bexx so she can distribute the gratuity to everyone who has worked hard to ensure that you had a wonderful experience.

## **Parking**

Parking is available on Bakman ave. and surrounding streets for free. Mon-Sat on Bakman up to Oswego is two hr. parking. All other nearby neighborhood streets are no restrictions. We have a Valet service we work with for your and guests' convenience for larger parties.

## **Weather**

Though the garden is open air, it is completely covered from the elements. We have heaters for rent when needed. We also have large umbrellas for shading, misters, and fans for the summer months.

## **Event Decorations**

All event decorations the client would like to bring, or supply, are to be approved by Bexx before your event. All items that need to be hung and staged are to be done by BSG staff ONLY, at an added cost. If the client has special decorations they'd like included in their event, BSG must have them before the event date. Clients and/or hosts may bring simple decorations such as photos in frames and blown-up balloons. The client must remove anything that the client brings unless other arrangements are made with Bexx. If the client does not remove items, an added cleaning charge will be taken from your damage deposit.

Due to past damages, we **no longer allow any paint, painting projects, or markers and projects using markers, such as decorating onesies, bibs, etc.**

**Confetti and Glitter are not allowed** unless arrangements are made with Bexx prior to your event and are given to Bexx. There will be an extra cleaning charge added to your contract.

## **Children**

The garden is not very conducive to small children due to no grassy areas or space for children to run and play. We ask that if you plan on having small children attend your event, let Bexx know ahead of time so she can strategize with you on ways to keep them safe, such as putting together an activities table for children. We also ask that parents keep a close eye on and supervise their children to keep them safe. If staff sees an unattended child, we will locate the parent and ask them to please supervise the child or children. If the parent or guardian does not comply with the requests, they will be asked to leave.

## **Bar and Alcoholic Beverages Policies**

**No one other than BSG staff is allowed behind the bar.**

Open bar with hard alcoholic beverages must have one or more of our bartenders in attendance.

Beer and wine bar can be self-serve with BSG staff supervising and maintaining.

The client may provide alcoholic beverages if arranged with Bexx before the event with a set-up and maintenance fee.

Guests may not bring personal alcoholic beverages unless it is approved by Bexx and put behind the bar to be served by staff. If a staff member sees a guest drinking or holding their own alcoholic beverages, they will be asked to return them to their vehicle. If guests are seen drinking alcoholic beverages brought into the garden again, it will be confiscated and returned to the guest at the end of the event.

## **Smoking**

If you or guests would like to smoke during your event, please let us know so we can set up a smoking area with ashtrays outside the gate so as not to disturb nonsmoking guests.

## **Music & Entertainment**

With your garden rental, you have use of our Bluetooth system that is throughout the garden. If you would like to have a particular playlist. It has to be created on Spotify and shared with Bexx Secret Garden Spotify account.

BSG does allow approved DJs and small bands and dancing. Provide details prior to event to Bexx

## **Lost or Left Items or Damages**

We try to preserve and or find anything lost or left behind. We cannot guarantee that your item will be found or held due to breakdown, cleaning, and prepping for other events. **BSG is NOT**

**RESPONSIBLE** for anything left behind, including alcoholic beverages or food items such as desserts and or cakes provided by the client. BSG takes excellent care to ensure that any items you supply are not damaged. If an item is damaged, though we apologize, BSG is not responsible for the damaged items the client has provided.