



550 Trakside Policies and Procedures

Reserving – 550 Trakside will be happy to hold a date for you for up to 7 days. If we have not heard from you, the hold will be released and made available to any other client who wishes to sign a contract for that particular date.

Billing – We require a 50% non-refundable event deposit at contract signing. This deposit will be applied to your final balance. The remaining fifty per cent (50%) of the total balance is due no later than 5 days prior to the event, which is non-refundable. All beverages and rental prices are subject to a 6% sales tax. There is a 20% set-up and tear down service charge.

Payment Options – We accept cash, personal check, MasterCard, Visa and American Express. For all credit card payments, a signed authorization credit card release form is to be signed for all future expenditures, which will then be kept on file and directly billed to your card. A 3% administrative convenience fee will be charged on all credit cards transactions.

Security Deposit – A refundable damage security deposit of \$1,000 is due in the form of a check, at the time of contract signing. This check will not be cashed unless damages occur during your event, as determined by the event management staff. The deposit check will be returned if there is not any damage.

Event Cancellation – In the unfortunate circumstances you must cancel your event, 100% of the event fees paid is nonrefundable.

Guest Count – A final guest count must be provided 10 days in advance of your event. This number is not subject to a reduction however, it can be increased up to 5 days prior to the event. Any increases will be considered your new final count. It is the client's responsibility to provide accurate guest counts to 550 Trakside staff. If we do not receive a call, the number of guests indicated at contract signing will be used. It is the client's responsibility to report final guest counts to their caterer.

Building Walk Through – All parties renting 550 Trakside, should do a complete building walk through within 5 days of your event, to review the condition of the building. This is to protect both parties in the event damages occur during your event and the security deposit check will be cashed to cover damages.

Party Decorations – 550 Trakside does not permit the use of balloons, stickers, silly string or confetti anywhere on the property. Any item that you are considering using, passing out or including in a gift or party favors must be approved in advance by 550 management.

Signage – The use of nails, tape, glue or staples to affix any décor to any signage or to any building walls or structures is prohibited. If any of these are used, damage charges will be assessed. No handwritten signs are allowed at any time. Easels or table signs are recommended.

Fire Alarm System – Foreign substances, besides heat or smoke, can activate the fire alarm system in the facility. Events with programs that could use equipment such as fog machines, lasers and special effect machines must be approved by the 550 Trakside management staff at least 4 weeks prior to the event. No Fireworks are permitted in this facility.

Packages – 550 Trakside will accept all shipments required for scheduled meetings/programs up to three days before an event. 550 Trakside management must be notified of all packages. All packages must be labeled with the name of the event, date of event and on site contact name with any multiple packages labels in sequence, such as 1 of 3, 2 of 3, 3 of 3. Packages should be scheduled to arrive during normal business hours, Monday – Friday. 550 will not ship back any client materials as a service.

Liability Insurance – All performers, DJ's, entertainment or other service providers are required to provide proof of liability insurance for \$1Million to 550 Trakside.

Animals – With the exception of service animals, no animals are permitted at 550 Trakside.

Parking - Parking is available on site at 550 Trakside. Additional parking across the street will also be available.

Security – 550 will provide one security guard for evening events for up to 150 guests. Additional security is mandatory for more than 150 guests and will be paid for by the party host. See security rate on chart.

Proof of Insurance: All clients must provide 550 Trakside with a Special Events Liability Insurance policy no later than 7 days before the contracted event date.

Event Hours – No event can start before 7:00 AM without written management approval. All events must end no later than 12:00 midnight. This means all tear down must be completed by 1:00 AM.

Office Hours - Monday – Friday 10:00 – 4:00 PM. Evenings and Saturday by appointment only.