

Conference Room Terms and Conditions

Below are the general terms and conditions that are agreed upon by The Synergy Link with you, the client. By booking this venue and paying a deposit for the space, you are agreeing to the terms and conditions outlined below.

LIABILITY:

Client agrees to indemnify, defend, and hold The Synergy Link, The Synergy Link's landlord, the owner of the property where the Facility is located as well as their respective members, employees, and agents harmless of and from any and all damages, losses, costs, liabilities, penalties, or expenses arising out, relating to, or resulting from the Client's use of the Facility (including any guest of Client or member of Client's group) , including but not limited to, any injury or death to person(s), and any damage to Client's property.

In the event that The Synergy Link initiates legal action for anything arising out of or relating to this Agreement, including action to enforce the terms of this Agreement, The Synergy Link shall be entitled to recover, all reasonable attorney fees, court fees, and costs of suit including all collection expenses and interest due if ruling is in favor of The Synergy Link.

CONDUCT:

- Your use of our facilities and services shall be compliant with the national, local, federal and municipal laws and regulations.
- Please refrain from loud noise in hallways as to not disturb tenants in the building.
- All set up and tear down must be completed within the time frame that you selected. You may not enter early or stay late to set up or tear down.
- All children MUST be accompanied by an adult 21 years or older.
- This is a non-smoking facility and you will ensure that you and your guest will refrain from smoking within the building.
- The sale of alcohol without proper City of Jackson permits and licensing it strictly prohibited. The host will ensure that all guests drinking alcohol at the event are of legal age to do so.
- Fireworks, explosives, and loose glitter are all items that are prohibited by this venue. Candles are allowed if enclosed in a lantern. Birthday Candles on cakes are also allowed.
- All hanging decorative items must be fixed to the wall with masking tape, scotch tape, or any other type of adhesive that will not leave a residue on the wall and/or result in paint being removed. Thumbtacks, nails, staples, and screws are all prohibited when hanging decorative items.
- All decor and/or other items you wish to keep must be removed and taken with you upon exit. Anything left after your departure immediately becomes property of The Synergy Link and will be disposed of during the cleanup services after your event.
- All decorative items or meeting resources provided by The Synergy Link are property of The Synergy Link and are required to remain in the venue at all times. You have the right to ask your coordinator for an inventory checklist at the beginning of your event and sign off that the pieces we provided are actually present. Any missing or damaged items at the

end of your event will be charged to the account on file. Any damages over what your rental fee covers will be billed to you and sent to collections if unpaid.

- You understand that clean up services for trash pickup will be provided post event. All tables and chairs must be free from plates, food, paper, décor etc. upon leaving and placed in the garbage bins.
- Clean up of any type of bodily fluid (blood, vomit, urine, etc.) will result in an immediate \$200 charge.
- Trash may not be left in the parking lot, hallways or the surrounding areas of the building. We highly recommend leaving your trash bags in the back of the room.
- Our staff is here to help you the best way they possibly can. However, they are not there to serve as cleaning crew, serving crew, technology crew. Mistreatment of any staff member is prohibited. If you are displeased with the service that they provide please contact us directly at Executiveteam@mysynergylink.com
- We reserve the right to refuse service and ask you and/or your guests to leave if they are not cooperating with the terms set forth in this agreement.

You understand that violations of the above mentioned may result in additional charges and not being able to return again.

DEPOSIT:

You understand that the deposit is 50% of the total charge and is NON-REFUNDABLE. Deposits are due at time of booking to reserve and hold the time slot. Bookings require a security deposit of 50%, due upon signing up for your event. Your security deposit shall be applied to your rental fee and final payment is due 7 days prior to your event. Any additional charges incurred at the time of your event shall be due on the day of your event.

CANCELLATIONS:

Your entire balance is due no later than 7 days before your event. If the invoice is not paid in full 7 days before your event, The Synergy Link reserves the right to cancel your reservation and you will forfeit the 50% deposit that you have put down as damages recouped by The Synergy Link when taking your time slot off of the market for your event.

You may cancel your event up to 7 days before your event, however you will forfeit the 50% deposit that was paid. If you have already paid your entire balance, we will refund 50% if canceled 7 days before your event. If canceled less than 7 days before your event, you will not be entitled to a refund.

In both of these cases, we strive to be fair. If there is an obvious error on our end, please let us know and we will do our best to make it right.

The Synergy Link reserves the right to cancel your event due to acts of God or terrorism and will issue a refund in these cases.

TIME OVERAGES:

If your meeting is going over the allotted time, we will accommodate this request to the best of our abilities at an hourly rate of what you were charged. This hourly rate is due immediately.

If for whatever reason, we cannot extend the time of your reservation beyond what you have booked it for, we must insist that you and your guest leave the premises at the pre-agreed upon time. At the end of the event, your coordinator will remind you that your time has expired and give you a ten minute grace period to vacate the space. Ten minutes past the end of the reservation time, you will begin to get charged overage fees at a rate of 3x the hourly rate.

VARIATIONS:

We have made every effort to represent the true and most accurate color and appearance of our products on this website. However, computer monitors and individual perception and just plain human error vary from screen to screen and person to person. We will make every effort to ensure that you are satisfied with the space, however we will not be held responsible for discrepancies over shades and/or colors, size, etc. Sometimes due to damages or safety reasons, we must substitute some items out for others. We cannot guarantee exact recreations or duplications from one event to another. We cannot be held liable to you or any third party for damages. Again, we will make every effort to make sure everything is as accurate as possible for you.

COPYRIGHT:

The Synergy Link reserves the right to showcase your party/meeting/event as part of our portfolio or for advertising and marketing purposes, which may include, but is not limited to our webpage, social media, flyers, etc. If you prefer that The Synergy Link does not use your logo, photos, or images, we will remove the images once notified in writing.

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