

Policies and Procedures of NYC Seminar and Conference Center

Please read carefully the following policies and procedures before arriving for your event at the NYC Seminar and Conference Center (NYCSCC).

Cancellation and Rescheduling Policy

NYCSCC facilities are booked and configured specifically for you as indicated on the reservation form. Our rooms, computers, software, display systems, PA systems, internet access, and any other resources are allocated exclusively for your session. Therefore, we must strictly adhere to the following policies concerning cancellation and rescheduling. Your organization may cancel or reschedule your facilities reservation up to 2 (two) weeks or 30 days (depending on the type of event) before the scheduled date without penalty. At any time thereafter, you are responsible for 100% (one hundred percent) of the fee. There is a \$50 (fifty), non-refundable fee on all bookings processed. Your signature at the bottom of the Facilities Reservation Form indicates your authority to enter this agreement, your understanding of this policy and that you agree to comply, including full payment of any applicable cancellation or rescheduling fees.

Shipping Policy To and From our Facility

All boxes and/or packages must be received by NYCSCC at least one business day prior to the start of your event. Boxes and/or packages can only be accepted during our building operating freight hours which are 8 a.m. to 4:30 p.m., Monday thru Friday. Please ensure that all boxes and/or packages are labeled with as much information as possible and to inform your Event Manager of the number of packages you will be expecting to expedite the delivery process. When shipping boxes and/or packages back to your office, NYCSCC requires that our clients handle all arrangement and provide all necessary paperwork.

Freight Regulations and Bringing Boxes and/or Packages into and out of our Building

Due to our building regulations, **NO** boxes and/or packages are allowed to enter or to exit through the main entrance (71 West 23rd Street), nor be brought up or down the main elevators. All clients are required to bring all boxes and/or packages to our freight entrances (46-54 West 24th Street or 716 Sixth Avenue). If a lot of boxes and/or packages need to be brought in and/or out, our staff may provide a cart to help facilitate this move but a \$25 service charge will be administered. To prevent any problems or delays, it is suggested that all boxes and/or packages be sent to our facility prior to the start of your event.

Catering Regulations

All catering on our premises must be done through NYCSCC without exception. If you require catering for your event, please make sure to fill out and fax in one of our Catering Reservation Forms at least 3 (three) business days prior to your event. There will be a 20% service fee along with all applicable fees and taxes on all catering.

Catering is available the day of your event, but certain restrictions will apply and an extra fee may be charged.

Please note that breakfast cannot be served until 8:15 a.m. due to freight elevator regulations. If you need breakfast to be served at an earlier time, there will be an additional fee.

Leaving Equipment Overnight and/or Materials Overnight

Clients are allowed to leave equipment in our facilities overnight if necessary. Please note that our rooms are used in the evenings so we might ask that you pack your equipment up in order for us to move it to a more secure location. If you would prefer this not to take place, or are bringing in a lot of equipment, we do have a 24-hour hold option which you can place on the room at an extra charge. If you are interested in more information about this, please let us know.

If you have any questions or concerns about these procedures and policies, please contact your Event Manager: