



## Marne Community and Spouses Club

### Reservation Policy

The Marne Community and Spouses Club (MCSC) hosts periodic luncheons and events, and this reservations policy has been enacted in order to streamline the reservation process and to ensure that members understand the reservation deadline, the cancellation policy and the club's policy regarding wait-list, walk-ins and guests.

This policy was established to ensure that all MCSC members have an enjoyable event experience, to maximize club resources and limit undo expenses that can arise from inaccurate headcounts and late cancellations.

#### Making a Reservation

1. All MCSC members will receive an email at least two weeks prior to the event. The event invitation will an email with pertinent information, including the community outreach project for the month.
2. To guarantee your reservation, you must RSVP at <http://www.marnecommunityclub.com/lunch-reservations/> and indicate your menu choice when needed.
3. Your response must be received no later than NOON on the deadline indicated in the event invitation, generally a week prior to the event.
4. Responses made after the deadline will be placed on a waiting list and are not guaranteed a reservation to the event.
5. On the day of the event, payment can be made by credit card, cash or check.

#### Email Confirmation

1. All Reservations and cancellations will be confirmed by an email from the Reservations Chairperson to the MCSC member.
2. If you do not receive a confirmation email within 24 hours, please contact [Reservations@MarneCommunityClub.com](mailto:Reservations@MarneCommunityClub.com).

#### Cancellation of a Reservation

1. To cancel a reservation, you must send an email to [reservations@marnecommunityclub.com](mailto:reservations@marnecommunityclub.com) by NOON of the deadline date. This will be three business days prior to the event unless otherwise advertised.
2. Cancellations made after the deadline will not be honored. MCSC is obligated to pay for all reserved meals, regardless of attendance to the event.
3. If you do not cancel your reservation and do not attend the event, you will still be held responsible for payment.
4. You will receive a cancellation confirmation by email from the reservations chair.

#### Emergency Cancellation

1. In the event of an emergency after the cancellation deadline has passed, please contact the Reservations Chairperson and give notification that you will be unable to attend the event.
2. The Chairperson will make every effort to fill your reservation from the waiting list or walk-ins, so that you are not charged for your meal. However, this is not guaranteed.

## **Payment for Nonattendance**

1. If you receive an email for nonattendance, you will not be able to attend the next luncheon or event until the past due amount is paid.
2. You will have the option of either mailing your payment into the MCSC post office box or paying for it at the next MCSC event.
3. If you choose to mail the payment, please address it to:

MCSC Reservations  
P.O. Box 3119  
Fort Stewart, GA 31315

## **Wait List**

4. Any reservations made after the deadline will be put on a wait-list based on the order the reservation was received. An email from the reservations chair will be sent to you with your wait-list number.
5. You **MUST** be present at the time of check-in to be able to attend.
6. If we have a No Show you will then be invited to check-in based on your wait-list number.
7. We **CANNOT** guarantee that you will be able to join the luncheon or event until after all the reserved guests have been checked-in.

## **Walk-Ins**

1. Will be allowed if seats become available due to cancellations, only after the reserved guests have all been checked and the waiting list has been depleted.
2. The reservations chair will have a walk-in sheet to put your name on and it will be a first come first serve policy.

## **Guests and Non-Members**

1. MCSC members may bring guests to the programs. To hold guests' reservations, you must RSVP your guest through the website the same way you RSVP at <http://www.marnecommunityclub.com/lunch-reservations/> and indicate their menu selection when needed.
2. If your guest does not attend and you do not cancel their reservation prior to the deadline, you will be responsible for their meal.
3. A guest or non-member who is eligible to become a MCSC member may only attend ONE MCSC luncheon as a guest. In order to attend additional luncheons, the guest must become a member.

Please contact the Reservations Chairperson at [reservations@marnecommunityclub.com](mailto:reservations@marnecommunityclub.com) with any questions or concerns you may have regarding this policy.