

Terms & Conditions

PAYMENT PROCEDURES-

Deposit and/or credit card authorization is required at the time of booking along with a signed contract. Partial or full payment may be required prior to the scheduled event. Final balance is due seven business days prior to the event date. Any additional charges will be charged to the authorized credit card on file at the conclusion of the event unless prior arrangements have been made.

ATTENDANCE GUARANTEES-

A guaranteed head count of the number of attendees for your function must be given to Crossroads Banquet & Conference Center seven business days prior to your function along with final event details. If it is not received by this time, then your most current head count will be your guaranteed head count. This is the number you will be billed for, plus any additional individuals that may attend. If your head count decreases, then you will still be charged for your guaranteed head count.

CANCELLATION POLICY-

Banquet/meeting space must be cancelled prior to the cancellation deadline listed on the contract in order to not incur the cancellation fee also listed on the contract. Cancellations within ten days of an event may also be assessed food and beverage charges.

“ACTS OF GOD” or INCLEMENT WEATHER CANCELLATIONS-

The Crossroads Banquet & Conference Center does not refund money for events that have been canceled due to “Acts of God” or inclement weather; however, your event may be rescheduled within six months of the original date when the space is available. Although the Crossroads Banquet & Conference Center has established this policy allowing events to be rescheduled, independent catering companies make their own decisions regarding food and other costs.

CROSSROADS BANQUET & CONFERENCE CENTER REGULATIONS-

Crossroads Banquet & Conference Center reserves the right to terminate or refuse any function, at its sole discretion, if the function is inappropriate or inconsistent with the well being or reputation of the Crossroads Banquet & Conference Center. The group contact undertakes to conduct this function in an orderly manner, in full compliance with applicable laws, regulations and Crossroads Banquet & Conference Center rules. He/she assumes full responsibility for the conduct of all persons in attendance and for any damage done to any part of the facility, grounds, or theft of property. If there is excessive clean-up required after a group has concluded their event there will be a clean up fee assessed. The Crossroads Banquet & Conference Center is a smoke-free environment--guests should be so informed prior to their arrival. Guests wishing to smoke may do so only outside the main entrance where receptacles are located.

BANQUET FOOD & BEVERAGE POLICIES-

The Crossroads Banquet & Conference Center reserves the right to inspect and control all parties, meetings, receptions, etc. being held on the premises. All food and beverage in private banquet rooms must be purchased through Crossroads Banquet & Conference Center or approved vendor, with the exception of wedding cakes. Because of the possibility of temperature abuse in transporting food, which may result in unsafe and unhealthy conditions, we do not allow any left over food from your event to be taken home. This policy has been initiated due to the Health Department's concerns about food-borne illnesses.

ALCOHOLIC BEVERAGES-

1. Crossroads Banquet & Conference Center reserves the right to terminate alcoholic beverage service at any time policies are being abused or State and/or Federal liquor laws are being broken.
2. Liquor products or glasses may not be handled by anyone under 21 years of age.
3. Only those person who are 21 years of age or older with a valid ID may be served in our facility.
4. You may not bring alcoholic beverages on the premises to your event, nor consume any alcohol that has not been purchased at the Crossroads Banquet & Conference Center.
5. All beverage service with cease 30 minutes prior to the scheduled completion of your event unless requested to end sooner.

GENERAL INFORMATION-

Function rooms are assigned according to room set-up and number of attendees unless a specific request is made. Should your head count or set-up change please contact your banquet representative so the appropriate changes may be made. Early access for decorating or set-up is based on availability and must be pre-approved by your Event Coordinator.

Crossroads Banquet & Conference Center

6569 Clay Ave. SW * Grand Rapids, MI 49548 * ph: (616) 656-7777 fax: (616) 871-1250

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AUDIO/VISUAL NEEDS-

A wide variety of audio/visual equipment will be available at very reasonable rental prices. The majority of the A/V equipment is built into our state of the art meeting rooms. If your group should need additional items that we do not have in-house please ask your Event Coordinator for rental options. The group is responsible for all equipment in the room and/or being used during their event. If any equipment is lost, stolen or damaged the Crossroads Banquet & Conference Center reserved the right to charge the group the full replacement cost of the equipment.

DECORATING-

No affixing items (posters, banners, etc.) in any of the banquet rooms without prior approval through the banquet department. No glitter, sand, confetti, loose potpourri, or an unenclosed flame may be used in our banquet rooms.

PRINT MATERIAL, SIGNAGE & LOGO USE-

The facility rental department must approve advertising materials and signage to be used for your event. Guidelines are as follows:

1. All printed materials such as invitations, flyers, brochures and ads must be approved by the facility management prior to printing.
2. All publicity material and signage must be of professional quality. No hand-lettered signs, flyers, brochures or advertisements are allowed.
3. Unacceptable signage or print material will be removed at the discretion of the Crossroads Banquet & Conference Center.
4. If inaccurate information has been printed without Crossroads Banquet & Conference Center approval, you must absorb the cost of reprinting and re-distribution.
5. Proper referral to the Crossroads Banquet & Conference Center name should be:
Crossroads Banquet & Conference Center
6. Any use of the Crossroads Banquet & Conference Center logo in advertising your event is prohibited without written authorization.

PARKING-

Ample parking will be available at no charge to all guests of the Crossroads Banquet & Conference Center.

VENDORS & DELIVERIES-

For each event, you must provide your Event Coordinator with the contact names, phone numbers and arrival times of all vendors associated with that event. All deliveries must be approved in advance by management. We do not accept responsibility for receiving deliveries or removing either your or your guest's property and cannot provide any services in connection with deliveries or pick-ups. All pick-ups must be made immediately after the conclusion of your event unless prior written arrangements have been made with your Event Coordinator.

RISK OF LOSS-

The Crossroads Banquet & Conference Center shall not assume responsibility for the damage or loss of any merchandise or articles left on property prior to, during or following your event. Security of exhibit merchandise is the sole responsibility of the group contact. Please do not leave valuables unattended.

*** All policies and prices are subject to change without notice.**

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