



## RESERVATIONS

The Virginia Diocesan Center at Roslyn is available for use by church, state, and non-profit organizations. All reservations are only guaranteed when a signed contract is returned and the deposit or purchase order (only accepted for state groups) is received. The signed contract and required deposit/purchase order must be returned to Roslyn within two weeks of the date it was mailed from Roslyn, or the reserved space will be released to other groups. All rates are subject to change at any time.

## DEPOSIT/PURCHASE ORDER

A non-refundable deposit of 20% of a group's contracted amount is required to secure the space. The deposit will be applied to the final bill. State groups are required to submit a purchase order for the contracted amount in lieu of a deposit.

## COMMUTER FEE

A commuter fee is required for all day-only guests and includes coffee, tea service, and a daily refreshment break. Additional refreshment items may be pre-ordered from the dining hall and delivered to a meeting space for a nominal fee. (See Refreshment and Equipment Order form for more information.)

## GUARANTEED NUMBERS

A guaranteed count for overnight lodge rooms and all meals is required in writing two weeks prior to a group's event. Guaranteed counts may be decreased by no more than 20% of the original contracted amount. These counts, along with any additions that are made during the event, will be used as the basis for the final bill. If guaranteed numbers are not received two weeks prior to an event, the original contracted numbers will be used as the guaranteed numbers. Any unused lodge rooms (over the 20% allowable decrease) will be billed at the single occupancy rate per night.

## CANCELLATIONS

*Roslyn's cancellation policy is:*

Groups submitting written notification received within 60 days of the contracted date will be billed 50% of the contracted amount.

Groups submitting written notification within two weeks of a scheduled event or that are "no shows" will be billed 100% of the contracted amount.

## ACCOMMODATIONS

Single occupancy rooms will be billed at the single occupancy rate. Double occupancy rooms will be billed at the double occupancy rate per person. Guests who arrive before or stay after an event who are required by their group to cover these extra lodging expenses will be charged the same daily rate that the group is charged. Roslyn's personal retreat rate does not apply to these guests. Full payment for extra nights is required at check-in.

## MEALS

Residential groups must eat all meals at Roslyn. Day-Only groups must eat at least one meal at Roslyn. Outside caterers are not permitted.

## REFRESHMENT AND EQUIPMENT ORDERS

All refreshment and/or equipment orders must be submitted to Roslyn in writing two weeks prior to the start of an event. (See Refreshment and Equipment Order form for more information.) Groups may provide their own non-catered refreshments and/or equipment.

## MEETING SPACE RENTAL (RESIDENTIAL GROUPS ONLY)

Residential groups are not charged for their meeting space if 50% or more of the total number of their group stays overnight at Roslyn. If less than 50% of the total group stays overnight at Roslyn, then the standard daily rental rate of the meeting room will be charged.

## DAMAGES

A group agrees to be responsible for the cost of cleaning, repairing, or replacing any property damaged by members, guests, or invitees of the group. Group leaders are encouraged to check on the condition of rooms as participants depart so that there are no unexpected cleaning, repairing or replacement costs on their final bill.

## BILLING

Finalized bills are mailed to groups within two weeks of their departure. Payment from individual participants in the conference are not accepted (unless they are early arrivals or late departures). Checks, cash, MasterCard and Visa are accepted forms of payment. Checks should be made payable to Roslyn.

## TAXES

Per the Virginia Department of Taxation (quoting Retail Sales and Use Tax Regulations): "The sales tax applies to the gross proceeds derived from the sale or charges for rooms, lodging or accommodations furnished to transients for periods of less than ninety consecutive days. Section 630-10-64 of the Regulations also provides the sales meals by restaurants, motels, hotels, clubs, caterers, cafes and others subject to tax.

"Exemption from the sales tax on meals and accommodations provided by hotels, motels, restaurants, etc. is very limited. The following persons are not exempt from sales tax on meals and accommodations provided by hotels and motels, etc.: Nonprofit charitable or religious organizations, Churches or church groups...Schools, colleges, and other institutions of learning, local governments...state governments."

Additionally, Article XI, Ordinance 655 of the County of Henrico, Virginia, states that Roslyn must collect a tax of 8% of the charge made from any transient for which a room rental charge is made.