

Mo-Ranch Booking Policy

A common calendar used by all departments will be consulted before any conference or group booking, ensuring that all policies of this document are upheld.

Definitions:

- Conferences – Events planned, sponsored, and implemented by the Mo-Ranch Program Office. These programs have first priority in booking space on the Mo-Ranch calendar and are scheduled three years in advance.
- Groups – Churches, schools, corporate, social and family groups booked through the Sales Office. A minimum of 10 hotel rooms constitutes a group. A reservation in any group housing constitutes a group. A combination of hotel rooms and any group housing unit constitutes a group.
- Historic Groups- Meeting all the requirements of a Group as defined above, in addition to having been booked in the same calendar week, in the same housing for more than three consecutive years.
- Individuals – Reservations of less than 10 hotel rooms are considered individual bookings and are made through the front desk within twelve months of arrival date.
- Pastors & Church Professionals- Special offering for Pastors and Church Professionals, limited to one hotel room or apartment and booked no more than thirty days in advance of arrival.

Conference Booking Policies

General:

- Conferences can be booked up to three years in advance. Attendees may book as soon as pricing is available.
- Priority in booking goes to established conferences, followed by new conferences.
- Conference bookings should not initially exceed 20% more space than used the previous year.
- Unused conference space should be released back into general availability no fewer than 90 days in advance of arrival.
- Conference space is reserved

Deposit:

- A deposit of \$75.00 per person should accompany all conference registrations, unless otherwise specified by the Program Director.

Payment:

- The total balance is due prior to departure, unless approved for credit by the Mo-Ranch Accounting Office.
- Accounts thirty days past due will be assessed a 1.5% per month interest charge beginning the day of departure or the date the bill was mailed, whichever occurs later, until the account is paid in full.
- Exceptions to the conference payment requirements can only be made by the Program Director, the CFO or the President.

Cancellation & Refund:

- Mo-Ranch reserves the right to waive cancellation fees with the approval of the Director of Programs or the President.
- A full refund of the deposit, less a \$75 administrative fee **per person**, will be given if cancellation is received at least 10 days prior to scheduled arrival. Payment in full is required for cancellations received within 10 days of arrival.

Group Booking Policies

General:

- Group bookings are taken up to one year in advance. Historic Group bookings may be taken up to two years in advance.
- Priority in booking goes to Historic Groups, followed by Presbyterian churches and related groups, and then all others.
- Groups are solely responsible for reserving their space, which must be supported by a signed contract and a deposit.
- Mo-Ranch may, at its discretion, and in keeping with the stated mission of Mo-Ranch, may displace groups from their usual event dates in order to add to or change Mo-Ranch sponsored events. Displaced groups will be given at least one year's notice of such change. Mo-Ranch will make every effort to accommodate displaced historic groups and will not consider this to be a loss of historic status.
- Groups are required to submit registration information and payments as a group, not through contact by individual participants within the group. In the event of an exception, a fee of \$7.50 + any state and local taxes will be charged to each individual.
- A minimum stay of two nights is required, except when booked within 30 days of arrival.

Deposit:

- A deposit on the total projected cost of stay is required for each group booking.
- A deposit of 25% of the total contracted cost is required within twenty-one days of the initial contract. Once received, the booking will be considered definite.
- An additional deposit of 25% is required 120 days prior to the arrival date.
- A deposit of 50% of the total contracted value is required for groups booked less than 120 days prior to the arrival date.
- Historic groups will be required to meet the same deposit requirements.
- If the first deposit and a signed contract are not received within twenty-one days from the date of the contract, that space will become available to others on a first come-first served basis.

Payment:

- The total balance is due prior to departure, unless approved for credit by the Mo-Ranch Accounting Office.
- The total balance should be paid in one installment (one check, credit card or cash transaction) unless otherwise approved.
- Accounts thirty days past due will be assessed a 1.5% per month interest charge beginning the day of departure or the date the bill was mailed, whichever occurs later, until the account is paid in full.

Cancellation & Refund:

- Group reservations will be cancelled if a signed contract has not been received within twenty-one day of being issued.
- A full refund, less 5% of the contract value or \$100, (whichever is greater) will be given if cancellation is received more than 120 days prior to arrival.
- Forfeiture of the first and second deposits will occur if cancellation is received between 91 and 120 days prior to arrival.
- A group is responsible for the entire value of the contract if cancellation is received within 90 days of arrival.
- Partial cancellation of a contract will not be penalized if received more than 120 days in advance of arrival.
- Mo-Ranch reserves the right to waive cancellation fees with the approval of the Director of Sales and Marketing or the President.

Special Rates and discounts:

- Presbyterian Church groups will receive a 20% discount on all meeting space.
- Pastors and Church Professionals will receive a discounted rate, determined yearly, when booking following the defined criteria.

Individual Booking Policies**General:**

- A minimum stay of two nights is required, except when booked within 30 days of arrival.

Deposits:

- A deposit equal to the first night's charges for each room must be received within 10 days of booking.

Payment:

- The total balance is due prior to departure, unless approved for credit by the Mo-Ranch Accounting Office.

Cancellation & Refund:

- Individual reservations will be canceled if a deposit has not been received within ten days of booking.
- A full refund of the deposit, less a \$10 administrative fee per room, will be given if cancellation is received at least 10 days prior to scheduled arrival. Payment in full is required for cancellations received within 10 days of arrival.
- Mo-Ranch reserves the right to waive cancellation fees with the approval of the Director of Sales and Marketing or the President of Mo-Ranch.
- Special Rates:
- Pastors and Church Professionals will receive a discounted rate, determined yearly, when booking following the defined criteria.
- Employees will receive a discount of 60% for reservations made within 30 days of arrival.