

Military and Civilian Spouses' Club
Of Fort Irwin, California



Luncheon Reservation Policy

The Military and Civilian Spouses' Club (MCSC) hosts a membership luncheon each month, with the exception of December. The following policy streamlines the luncheon reservations process and ensures that our members understand the reservation deadline, the cancellation policy, and the club's policy regarding walk-ins and late arrivals. This policy was founded to make certain that all MCSC members have an enjoyable luncheon experience, to maximize club resources, and to mitigate any undue expenses that occur from inaccurate headcounts and late cancellations.

Reservations: Please visit the MCSC website <http://www.mcscftirwin.org> to RSVP each month. Payment can be made in advance via PayPal and the link can be found within the online reservation form. Once payment has processed you will receive an automated payment confirmation email. Please save this until the time of the luncheon for your records. If you choose not to pre-pay for your luncheon, your reservation can still be processed. When you receive an email confirmation from your Reservations Chair, you will know that your RSVP has been confirmed, as unpaid reservations are not automatically confirmed. Please save this manual confirmation email until the time of the luncheon for your records. Payment will be collected the day of the event in the form of cash, credit or check. **The deadline to make reservations is 5pm the Sunday prior to the luncheon.** This deadline helps to ensure that we give an accurate head count to our venue the following workday. There is no flexibility on this and late requests will not be honored.

Cancellations: If you need to cancel your luncheon reservation, we must receive your **cancellation no later than 5pm the Sunday prior to the luncheon.** If we do not receive your cancellation, by the deadline, you are considered a no-show and will be charged for the full luncheon fee. Please remember that the venue is already accounting for your reservation after that time.

Walk-ins: We will allow people, without reservations, to join us for luncheons if there is space available. Please report to the luncheon registration table to put your name on a wait list. If space is available, due to cancellations or no-shows, people from the waitlist will be granted entry to the luncheon on a first-come, first-serve basis and payment will be collected at that time.

Late Arrivals: In order to accommodate walk-ins, to our luncheons, we will check for open seats. If you will not be able to arrive on time, please notify us prior to 11:30. By 11:45 any unclaimed seats will be given to our walk-ins. If you have notified of us of your late arrival, please find a board member upon arrival who can direct you to the Reservations Chair for the check in process.

You must pay all outstanding balances to be a member in good standing with the club.

Please direct any questions to reservations@mcscftirwin.org

Thank you,
Reservations Chair