

# EVENT VENUE BOOKING

## IMPORTANT DETAILS BEFORE YOUR EVENT

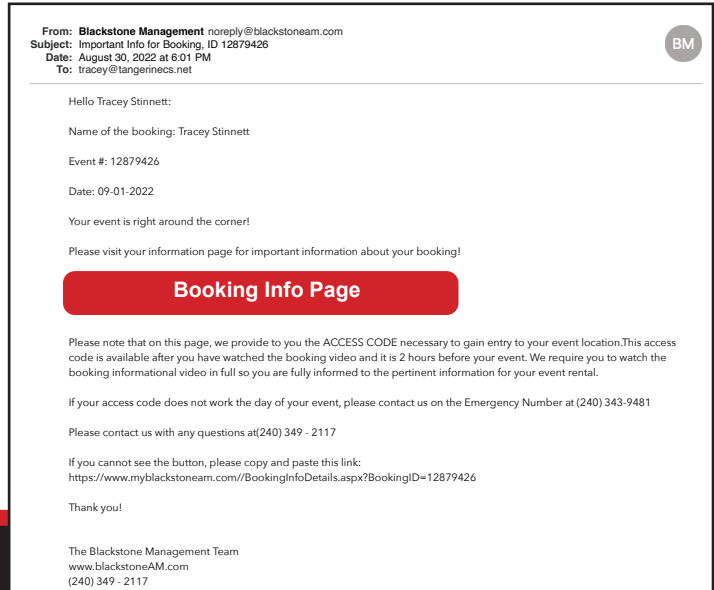
You've successfully reserved your venue, but there's more you need to remember before your Event Day. This quick guide will keep you on track.

# 1

Look for your booking confirmation email shortly after you complete your reservation request online.

### REVIEW ALL DETAILS.

Check for accuracy in location, date, times and any other specifics. If you need to make a change, follow the instructions in the email.



## PLEASE READ CAREFULLY!

# 2

### THIS IS OUR #1 MOST ASKED QUESTION:

On the day before your event, you will receive a second confirmation email. **Click the link found in that email.**

There, you will find a video that you are **required to watch** in order to reveal your access code to unlock the venue on your event day.

## “WHERE IS MY ACCESS CODE?”

The video explains your responsibilities and instructions for the use of our event venue. After you watch the video, **you will not receive your access code until 2 HOURS BEFORE YOUR EVENT START TIME. This is a necessary security feature and your Event Page will refresh 2 hours before your event so that you can gain access to the building to set up.**



- WATCH THE ENTIRE 3 MINUTE VIDEO.
- COME BACK TO YOUR EVENT PAGE NO SOONER THAN 2 HOURS BEFORE YOUR EVENT START TIME.
- GET YOUR ACCESS CODE THAT UNLOCKS THE VENUE.

## BLACKSTONE MANAGEMENT

# EVENT VENUE BOOKING

# 3

As soon as you arrive at the venue, you must complete a thorough walk through inspection. The required video covers everything you need to do. **Remember, you are responsible for any damage, trash or other issues you find if you don't report them immediately.**

If you find issues, report them online through your Event Page. You will find the link in the email we sent you to confirm your booking.

## WALK THROUGH REPORT FORM

Report Walk Through Issue	
Report any issues to us before your event begins. Please note that your reported issue will be date and time stamped	
Issue Quick Description	<input type="text"/>
Issue Details	<input type="text"/>
Image or Photos	<input type="button" value="Browse..."/> No files selected.
<input type="button" value="SUBMIT ISSUE"/>	
Issues Reported	
Emergency Information	
DO YOU HAVE ANY EMERGENCY? GIVE THE BLACKSTONE MANAGEMENT EMERGENCY SERVICES HOTLINE A CALL (240) 343-9481	
Room Information	
Room:	Main Ball Room
Room Size:	100
<small>Large Main Hall will hold 100 people (Security is required for any event over 40 people) with 9 Rectangle tables, 2 round tables, 80 chairs Note: Parking at the center is limited, make sure all attendees park in visitor parking only. When security services are required per the rental agreement Blackstone management provides virtual security services. This includes monitoring security cameras and other items throughout their Community Center to ensure compliance with the rental agreement, any and all violations are notated and or reported to law enforcement for immediate action. Please note there is no physical officer on site unless they are dispatched by law enforcement. If an incident occurs during an event that needs to be reported please call our security Department at (240) 343-9481</small>	

**ONLY USE THE ONLINE INSPECTION FORM.  
YOU MUST INCLUDE PHOTOS.  
PLEASE DO NOT EMAIL OR TEXT.**

# 4

## AFTER YOUR EVENT

For your convenience, you are given one hour after your scheduled event end time to clean up after your event. Follow the information found in the required video and make sure the venue is returned to its original appearance.

Remember that the doors will automatically lock one hour after your event and you will not be able to enter the building. Be sure you have all of your belongings when you leave.

**\* Please note that the association's Board of Directors reserves the right to bill you for any additional time that exceeds one hour beyond your event end time.**

## YOUR SECURITY DEPOSIT

The refund of your security deposit, if applicable, is not immediate. The venue will be inspected by Blackstone Management and you will be notified if any issues are found that could affect your refund.

When a full security deposit refund is approved, you will receive the funds in a reasonable amount of time. Understand that if you made your deposit using a credit card or debit card, the processing fees for that convenience will not be refunded.

**BLACKSTONE  
MANAGEMENT**