

Fort Benning Community and Spouses Club

Reservation Policy

The Fort Benning Community and Spouses Club (CSC) hosts periodic luncheons and events, and this reservations policy has been enacted in order to streamline the reservation process and to ensure that members understand the reservation deadline, the cancellation policy and the club's policy regarding wait-list, walk-ins, guests and child policy.

This policy was established to ensure that all CSC members have an enjoyable event experience, to maximize club resources and limit undo expenses that can arise from inaccurate headcounts and late cancellations.

Making a Reservation

1. All CSC members will receive an email at least two weeks prior to the event. The event invitation will be an email with pertinent information, including the community outreach project for the month.
2. To guarantee your reservation, you must RSVP by the Friday prior to the monthly luncheon and set deadline date for other events. You must indicate your menu choice at this time when needed.
3. Your response must be received no later than NOON on the deadline indicated in the event invitation, generally the Friday before the luncheon and a week prior to other event.
4. Responses made after the deadline will be placed on a waiting list and are not guaranteed a reservation to the event.
5. On the day of the event, payment can be made by credit card, cash or check.

Email Confirmation

1. All Reservations and cancellations will be confirmed by an email from the Reservations Chairperson to the CSC member.
2. If you do not receive a confirmation email within 24 hours, please contact reservations@fortbenningcsc.org

Cancellation of a Reservation

1. To cancel a reservation, you must send an email to reservations@fortbenningcsc.org by NOON of the deadline date. This will be three business days prior to the event unless otherwise advertised.
2. Cancellations made after the deadline will not be honored. CSC is obligated to pay for all reserved meals, regardless of attendance to the event.
3. If you do not cancel your reservation and do not attend the event, you will still be held responsible for payment.
4. You will receive a cancellation confirmation by email from the reservations chair.

Emergency Cancellation By Member

1. In the event of an emergency after the cancellation deadline has passed, please contact the Reservations Chairperson and give notification that you will be unable to attend the event.

Emergency Cancellation By CSC due to inclement weather

In the event CSC must cancel an event such as luncheon and said event is not rescheduled for a later date then members have the following options.

1. You may elect to donate your pre-payment to assist the club with the payment owed to vendor that the event was to have taken place.
2. You may elect to apply your payment to the next applicable event or luncheon which

3. You may request a refund of your payment, which will be remitted in the form of a check only. The Club incurs a bank service charge of approximately 3% on all credit card transactions. If applicable, the bank service charge fee will be deducted from your refund.

Payment for Nonattendance

1. If you receive an email for nonattendance, you will not be able to attend the next luncheon or event until the past due amount is paid.
2. You will have the option of either mailing your payment into the CSC post office box or paying for it at the next CSC event. If mailed, the check can be mailed to:
Community Spouses' Club of Fort Benning
PO Box 51978
Fort Benning, Georgia 31995

Wait List

1. Any reservations made after the deadline will be put on a wait-list based on the order the reservation was received. An email from the reservations chair will be sent to you with your wait-list number.
2. You **MUST** be present at the time of check-in to be able to attend.
3. If we have a No Show you will then be invited to check-in based on your wait-list number.
4. We **CANNOT** guarantee that you will be able to join the luncheon or event until after all the reserved guests have been checked-in.

Walk-Ins

1. Will be allowed if seats become available due to cancellations, only after the reserved guests have all been checked and the waiting list has been depleted.
2. The reservations chair will have a walk-in sheet to put your name on and it will be a first come first serve policy.

Guests and Non-Members

1. MCSC members may bring guests to the programs. To hold guests' reservations, you must RSVP your guest through the website the same way you RSVP at ----and indicate their menu selection when needed.
2. If your guest does not attend and you do not cancel their reservation prior to the deadline, you will be responsible for their meal.
3. A guest or non-member who is eligible to become a CSC member may only attend ONE CSC luncheon as a guest. In order to attend additional luncheons, the guest must become a member.

Child Policy

1. As stipulated in the CSC Bylaws and CSC Constitution, at any Board and/or General Membership meeting, which includes monthly luncheons, parents of children 6 months and older must utilize childcare.

Please contact the Reservations Chairperson at reservations@fortbenningcsc.org with any questions or concerns you may have regarding this policy