

# Fort Benning Spouses Club Reservation Policy

The Fort Benning Spouses Club (FBSC) 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 FBSC 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 FBSC 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 deadline stated on the monthly luncheon event page 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 5pm on the deadline indicated in the invitation for the event, generally, the Wednesday before the luncheon and a week prior to other events.
4. Responses made after the deadline will be placed on a waiting list and are not guaranteed a reservation too the event.
5. Payment must be made at the time of RSVP, and by the deadline stipulated on the event page. Payment on the day of the event will not be accepted.

## **Email Confirmation**

1. All Reservations and cancellations will be confirmed by an email from the Reservations Chairperson to the FBSC member.
2. If you do not receive a confirmation email within 24 hours, please contact [reservations@fortbenningclub.org](mailto:reservations@fortbenningclub.org)

Fort Benning Spouses Club  
Bldg 1712, 7128 Pecom Row  
PO Box 52327, Fort Benning, GA 31995



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## **Cancellation of a Reservation**

1. To cancel a reservation, you must send an email to [reservations@fortbenningclub.org](mailto:reservations@fortbenningclub.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. FBSC 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 not be refunded.

4. You will receive a cancellation confirmation by email from the reservations chair. Fort Benning Spouses Club Bldg 1712, 7128 Pecom Row PO Box 52327, Fort Benning, GA 31995

## **Emergency Cancellation By Member**

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 FBSC due to inclement weather**

In the event FBSC must cancel an event such as a 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 the 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.

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## 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.

## Guests and Non-Members

1. FBSC members may bring guests to the programs. To hold guests’ reservations, you must RSVP your guest through the website the same way you RSVP, 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 not be refunded.
3. A guest or non-member who is eligible to become a FBSC member may only attend ONE FBSC luncheon as a guest. In order to attend additional luncheons, the guest must become a member.

## Child Policy

As stipulated in the FBSC Bylaws and FBSC 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@fortbenningclub.org](mailto:reservations@fortbenningclub.org) with any questions or concerns you may have regarding this policy. Fort Benning Spouses Club Bldg 1712, 7128 Pecom Row PO Box 52327, Fort Benning, GA 31995

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