



## COVID-19 FAQ's Pertaining to Myrick Park Center Reservations Effective: March 23, 2020



Q: Can we switch our reservation date without penalty?

A: Yes, due to COVID-19, we are now offering the flexibility to switch your date of reservation at no cost.

Q: Will we lose the non-refundable deposit if we need to cancel?

A: If you choose to cancel and not rebook at Myrick Park Center, you will lose your non-refundable deposit. If you re-book a different date at Myrick Park Center, we will transfer your deposit to your new date.

Q: Will we lose what we have already paid if we cancel?

A: If you choose to cancel 30 days or more prior to your date of reservation and not rebook at Myrick Park Center, 50% of your **full reservation fee** is refundable. In other words, if you've paid 100% of your reservation fee, 50% of it is refundable. If you've paid only the 50% non-refundable deposit and no additional payments beyond that, your deposit is non-refundable.

Q: Can we hold a new date?

A: We cannot hold a date but we can transfer your deposit to fully reserve a new date.

Q: When is the last day possible to switch or cancel my reservation?

A: Due to COVID-19, we are allowing 2020 reservations flexibility to switch your reservation date anytime. You may cancel your reservation at anytime. 50% deposits are non-refundable but any payments made over the 50% deposit will be refunded if canceled 30 days or more prior to your date of reservation.

Q: Are we required to sign a new contract when we change our date?

A: A new contract is not required. We will change the date in our calendar and on your original contract once we have confirmed a new date. No changes will be made until you have received a confirmation from us via email.

Q: Is there a limit to how long we can postpone our event?

A: Rescheduled dates due to COVID-19 must be rescheduled to a date falling between now and December 31, 2021.

Q: How long do I have to pick a new date to reschedule to once I've made the decision to reschedule?

A: You will have until December 31, 2020 to set a date of reschedule in our calendar.