



**PALACE OF FINE ARTS LEAGUE, INC.**

3301 Lyon Street, San Francisco, CA 94123 · 415-563-6504

## HOLD/CHALLENGE/CANCEL POLICY

### **Holding Time Slots**

We will place a “hold” on any time slot requested provided there is not already a signed rental agreement with another client for that time slot. All holds require a deposit. If you are the first to request a hold for a specific time slot, you will have the “first hold” on that time slot. You are given first right of refusal, which means that time slot will not be released to another user without your consent, subject to the terms under “Challenges” identified below. However, holds will be released 30 days prior to the date of the event if a deposit and completed paperwork have not been received. You will be notified by Palace Theater management in a timely fashion if the 30 day hold period has expired.

### **Challenges**

All non-confirmed holds are non-binding and open to challenge by other potential users. In the event another potential user challenges your hold, you will be required to either release the hold or re-confirm within 48 hours (excluding weekends and holidays). If your hold is challenged, Palace Theater management will contact you by phone and/or email. You will be given 48 hours to respond. If you have not responded within 48 hours, the hold will be released.

If you confirm your hold, then cancel any time later, you will forfeit your deposit. The potential user challenging the time slot will then be awarded the time slot and will have 24 hours in which to submit a deposit and all completed paperwork (excluding weekends and holidays). If the potential user thereafter fails to submit the required deposit and paperwork within the 24 hour period, you will have the opportunity to use your forfeited deposit to re-secure the space for the date originally placed under “hold”, and only that date. The deposit may not be used to secure another hold on another date.

### **Confirmations**

When you confirm a hold, you will be required to complete all paperwork and pay your deposit within 48 hours (excluding weekends and holidays). Once a time slot is confirmed, it is no longer open to challenge or cancellation.

### **Cancellation**

Any time slot cancelled less than 30 days from the event date will result in the loss of deposit. All cancellations must be made 90 days in advance of scheduled event for a refund, less a \$150.00 cancellation fee. A written notice of cancellation is required.