



Invoicing Policy

Invoices are generated by the Business Office weekly from requests submitted by each department as outlined in the "Invoicing Digital Folder System" procedures. The policy outlined below covers Invoicing policy for all departments. It establishes deposit and cancellation policies for facility rentals, tours, and on- and off-site programs.

Program and Group reservations:

The final headcount for group participants must be confirmed 2 weeks prior to visit date. On the day of the group visit, if the group has *fewer* participants than indicated at the 2-weeks-out mark, the group will still pay for the number indicated at that 2-week mark. If, on the day of the visit, the group has more participants than previously indicated at the two-week-out mark, the group will pay the standard rates for each additional person, in addition to the amount indicated at the two-week mark.

Deposits:

All group reservations with a visit date scheduled for 2 weeks or more in advance require a deposit. The deposit is due 2 weeks from the Invoice date to hold the reservation.

- Monday-Friday reservations: 25% Deposit
- Saturday-Sunday reservations: 50% deposit
- Off-site and evening reservations: 50% deposit

Cancellations:

Cancellations made at least 2 weeks prior to a scheduled visit will have deposit refunded in its entirety. If the Stowe Center must cancel the visit, and the visit is not rescheduled, the deposit will be refunded in its entirety. Deposit is forfeited for cancellations made within 2 weeks of the date of the visit and is also forfeited for no-shows. Groups that are not required to submit a deposit will be charged a \$50 fee for cancellations made within 2 weeks of the date of the visit or for no-shows.

Collections: Collections staff will submit order requests as outlined in Invoicing Procedure.

Marketing: Marketing staff will submit order requests as outlined in Invoicing Procedure.

Development: Development staff will submit the following:

- **Pledges** over \$1000

Institutional and Library membership renewals- By the 5th of every month renewal letters for memberships that expire the 1-30 of the following month.

Example: By March 5th submit all membership renewals that expire April 1-April 30, as outlined in Invoicing Procedures