

## Lady Elegant's Tea Room & Gift Shoppe

2230 Carter Avenue, Suites 7 & 8

Saint Paul, Minnesota 55108

### PREPAID RESERVATION POLICY

All of our themed event teas require a prepaid reservation (or ticket) to attend. The reservation price always includes the state sales tax (7.625%) and a gratuity. These reservations are non-refundable in all circumstances including illness, funerals, weather, road conditions, etc.

Please select your date and time for a particular event and purchase wisely. If all of the members of your party are not sure they can attend, postpone your purchase so that you do not purchase unusable tickets. Group Hosts – Request payment ahead of time to ensure commitment to attend by your group members.

#### CLARIFICATIONS

Number attending - We need to know the number of guests we will prepare food for, and we need to have enough help on hand to expediently serve our guests.

Limited seating - When a reservation is made, a table is reserved exclusively for those guests on a first come-first served basis. When our tables are full, no more reservations can be taken and others are turned away. We do not seat guests with strangers; so many times our tables are not at capacity. (Three at a table for four, five at a table for six, etc.)

Payment costs - Payment is most often made over the phone by credit card, which incurs its own percentage fee to the credit card service provider. When a refund is made, the credit card company charges an additional percentage fee to us.

Time management - Advance payment streamlines service on the day of the event and aids in the efficient turn over of our tables for the second seating.

No shows – When not all the people in your party are able to make it, we send home the food we have prepared with bagged tea and a menu to share with the absent guest or to enjoy yourself.

Cancellation by us - In the unusual occurrence that we must cancel a prepaid event due to circumstances beyond our control (electrical or water failure, extreme weather, etc.) we will refund all outstanding reservations.

We want to provide the most enjoyable experience for all of our guests in the most efficient and convenient way. We also must manage our business in the most cost-effective manner over the long term. For these reasons we have implemented the foregoing policy. We are a small company and small decisions make a big difference. We hope our guests will understand and accept why we cannot make refunds on prepaid events.

Where the world waits while you have tea

LadyElegantsTea.com ♥ 651.645.6676