



Reserving Conference Space and Order Catering for Floors

Reservation system address: <http://us.nfsonline.net/cbre/eui/>

New Reservation

- To make a new reservation, after logging in, select "New Meeting Request"
- The following information must be entered to make a reservation:
 - o Date
 - o Start Time and End Time
 - o Requested Layout
 - o Room Type
 - o Estimated guest count
 - o Contact/Bill To information in the notes field
- Once room has been selected, the Meeting Title can be entered. Ensure the "Are you hosting this meeting?" field is checked yes.

Adding Booking Details

- After selecting booking that needs details, select "Addon Request"
- Select the needs for your event. If you have a special request, please reach out to events@valopark.net directly.

Confirmation

- The Conference and Catering Team will review your request and confirm once all details have been confirmed. Addons may be modified as needed.

Amending Booking

- After selecting the booking you would like to amend, select "Amend Booking"
- Option to add Addons, Special Request or Reschedule/Modify Bookings.
- If a booking needs to be cancelled, please reach out to events@valopark.net directly.

Order Catering for Floors

- Please reach out to events@valopark.net directly. Orders should be submitted 48 hours prior to your event.
- Be sure to include the following details in your email: Date, Time, Number of guests, Delivery Location, Items you would like to order
- Orders will be confirmed by the Conferencing/Catering Teams with a BEO for your review.

The Conference and Catering Teams are available to assist with any questions or special requests. Feel free to reach out to events@valopark.net



Conference Services and Catering Policies

The conference Services and Catering Teams are available to assist with any of your groups needs or answer questions you may have regarding your event. Please take a moment to review the policies below:

- "Contact/Bill To" Information must be included in the booking.
- Estimated guest count along with a rough idea of AV, Set Up, and Catering needs to be included in initial booking prior to the conference team being able to confirm.
- All pop up events need to be sent directly to events@valopark.net
- Events will be considered confirmed once status has been changed in Rendezvous by the conference team. Deliveries will be considered confirmed once a BEO has been sent from the conference team.
- There will be a 24-hour confirmation time for all bookings/add-ons/changes to events.
- Additional service may be required based on your events needs upon conference team review.
- Final numbers for Monday and Tuesday events are due the Friday prior at 12pm. All other days are due 72 business hours prior to your event.
- Any changes that need made for an event/delivery within 72 hours of the event, can be requested directly through events@valopark.net
- Based on business needs, the conference team has the ability to modify requests.
- Special catering requests/modifications need to be indicated in the Special Requests field/Catering Request add-on in Rendezvous.
- **Cancellation Policy** – 72 business hours prior to the event by email. Any cancellations after 72 business hours, the client will be responsible for the total balance. Weather cancellations will be considered case by case depending on any food, beverage or labor ordering guidelines.
- **Billing Policy** - Conference and Catering services will be billed separately including any credit card charges. Payment is due 10 days following your event. Zero balance invoices will be provided after payment has been processed.

Please reach out to the Conference Services and Catering Teams with any questions regarding the policies.

Thank you!



VALO PARK

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