



BOOKING PROCEDURES

The Hoover Metropolitan Complex thanks you for your interest, below you will find some helpful information to aide you through the process. To book events & tournament spaces at the Hoover Metropolitan Complex please contact Hoover Staff at Info@HooverMetComplex.com. Individual court rentals can be handed directly through our website.

First Hold

- A first hold may be placed on a date for a limited time without a deposit.
- The first hold is considered a tentative booking only.
- As soon as a decision is made regarding the date, we request that the theatre be contacted to confirm or release the hold.
- Once the theatre is notified of a decision to use a date, a signed contract and a 50% deposit on the base rental must be received for a booking to be fully confirmed.

Second Hold

- A second hold may be placed on a date with an existing hold.
- If the first hold cancels, the second hold will be contacted and offered the space.
- Should the second hold wish to secure the date they may challenge the first hold by paying a 50 % deposit (refundable if the first hold contracts the date). Once this deposit is received, the first party will be contacted. They will have a set time to go to contract or release the date.
- If the first hold pays the deposit and confirms the date, then the challenge deposit will be returned. Alternatively, if the first hold declines, then the challenging hold will retain the date and the deposit becomes non-refundable.
- Once the contract is signed, the event is confirmed the non-refundable deposit will be credited to the final settlement.

Cancellation

If an event is cancelled within 90 days of the event, the deposit is forfeited along with any incurred or committed expenses.

Insurance

All licensees of the building are required to obtain general liability insurance coverage in the amount of \$2,000,000.00 inclusive per occurrence. Insurance is mandatory; proof of insurance must be provided to The Hoover Metropolitan Complex prior to the event.

Ticketing

- Tickets must be sold through the Hoover Metropolitan Complex's ticket provider, Etix .