



Reservation Booking Procedures

West Coast **VIP** is committed to providing its guests with an unmatched level of service that earns the highest of compliments: guest retention and the referral of their family and friends. The reservation process can be an emotional experience for guests and groups of all sizes and budgets. The following procedures are designed with transparency and integrity in mind, ensuring all parties throughout the booking process are well-educated and informed of their choices and options every step of the way.

Requesting Quotes on Table Reservations

- Always check your related West Coast **VIP** WhatsApp chats prior to requesting quotes.
- Request a Table Reservations quote via one of two methods:
 - Email: reservations@wc-vip.com
 - Visit the Online Booking Form: www.wc-vip.com/reserve
- If reservations are a month or more in advance, please ensure the guest understands that quotes will be estimates and/or approximations and are subject to change (except for Wynn venues, when placing deposits).

Table Reservation Policies + Procedures

- All table bookings must be submitted through the booking form - NO EXCEPTIONS.
 - Visit the Online Booking Form: www.wc-vip.com/reserve
- If a table is not sent through the online booking form, the venue will not accept the reservation and we will not be able to invoice for or pay on it.
- Prepayments must be used for all TRADE reservations - NO EXCEPTIONS.
- Upon request, direct reservations may be accepted without prepayment.

- Handshakes must be included for all reservations when required. Handshakes guarantee the placement of the table reservation. West Coast **VIP** has no control over the amounts requested by the venue.
- No trade reservations will be submitted without receiving an initial 25% deposit for reservations that are 7 days or more out. Reservations being made within 7 days on trade require 100% prepay.
- The deposit amount is calculated from the all-in price of the reservation.
- If trade is available, we will follow venue protocol to proceed. Please ensure your guest understands that protocols differ from venue to venue and West Coast **VIP** has no control over their procedures.
- If you are collecting full payment and request for trade to be used, you will be responsible for the trade amount that is used. Example: If your guest cancels, you are personally responsible for the trade minimum.
- Cancellations must always be made more than 96 hours prior to the date of the event, ESPECIALLY if the reservation is made under trade.
- If your guest decides to switch from one venue to another, you must submit a new booking form. It is considered as a new reservation.
- The only person your guest needs to be in communications with at all times is with you. This includes: forwarding of credit card authorizations, confirmations, etc.
- The only exception a West Coast **VIP** member will speak with your guest is if we are handling the reservation the day of (example: we are walking them into the venue).

Frequently Asked Questions

- **Q: How do we know if trade is available?**
A: Trade is never guaranteed. We submit a request for trade and await approval by the venue. Bachelor and bachelorette parties
- **Q: What is the best way to guarantee trade for a reservation?**
A: Make sure your reservation is 100% confirmed, your guest has not had any correspondence with the venue, and is requesting a reservation that is three or more days prior to the event date.
- **Q: How is the “all-in price” calculated?**

A: Table Minimum + Venue Fees + Taxes + Gratuities + Handshake + 3% Credit Card Processing Fees = Total All-In Price. Should you have any questions, please contact the West Coast **VIP** team. The All-In Price is always rounded up to the nearest \$5. (Sample calculation: \$3993.96 = \$3995.00)

Payment Methods + Policies

Payment Methods

- Credit Card Authorization Form (credit card processing fees will be applied)
- PayPal, Venmo, Zelle
- Wire Transfers
- Cash

Deposits + Refunds

- Reservations **greater than 7 days ahead** of event date: 25% deposit*
- Reservations **less than 7 days ahead** of event date: 100% charge*
 - * Deposits are refundable up to 72 hours of reservation date.
 - EXCEPTION: Encore Beach Club requires a 96 hour notice from reservation date for refund requests.
- Payment breakdown applies to credit card authorizations, PayPal, and wire transfers.
- Completion of credit card authorizations is considered full acknowledgement and acceptance to West Coast **VIP** terms and conditions.
- Guests who prefer to pay with cash must place a 25% deposit via a credit card authorization. The credit card authorization indicates guests acknowledge and agree to pay in full by their arrival to Las Vegas or on the day of their reservation.

Restaurant Reservations Under Trade

To place a restaurant reservation under trade, email reservations@wc-vip.com with the following information:

- Venue
- Date
- Time
- Number of guests
- Full name of lead guest
- Special requests

A credit card authorization form will be created for you to forward to your guest:

- \$250 minimum for a party of two
- \$500 minimum for parties of four or more

Booking Policies

- There are no deposits for restaurant reservations. The guest's credit card will be charged once we receive the bill the night of.
- Any cancellations must be submitted 24 hours in advance.
- Reservation requests will not be submitted if a credit card authorization form is not completed.
- With reservation requests made less than 48 hours ahead of the intended date and time, there is a high likelihood it will NOT be honored by the venue.
- **Do not call the restaurant** to make a reservation and ask afterwards to apply trade.
- **Any and all changes** must be made through the reservations@wc-vip.com email.
- If we receive any negative comments or reports from the restaurant or venue, we will no longer accept your reservation requests. Negative comments include:
 - Your party arriving late and/or no-shows.
 - The number of guests has increased without approval by the West Coast VIP reservations team or the restaurant.
 - Your party is rude to staff and/or management.
 - Inexcusable and childish behavior of any means.

Hotel Reservation Requests

- Please email all hotel rate requests and bookings to reservations@wc-vp.com.

- When submitting hotel bookings, please have the following information from your guest:
 - Guest Details
 - Full Name
 - Date of Birth
 - Street Address, City, State and Zipcode
 - Email
 - Billing Information
 - Name on Credit Card
 - Credit Card Number
 - Expiration date
 - Security / CCV Code
 - Billing Zip Code
 - Hotel Information
 - Room Type: King/2 Queens, Smoking/Non-Smoking
 - Arrival Date
 - Departure Date
 - Rate
 - Special Requests

Thank You for Your Commitment

West Coast **VIP**'s roots extend from industry veterans who have served the worlds of entertainment, nightlife, gaming, travel, and hospitality for generations. With its base of operations in the entertainment capital of the world, West Coast **VIP** was established in 2007 to meet the progressive demands of guests of all walks of life.

With a primary focus on Las Vegas, West Coast **VIP** specializes in providing access to premiere experiences around the globe. We know the difference and impact of the "it" factor. It's central to how we enjoy our lives the same and generating this for our guests is our top priority.

Should you have any questions, please visit www.wc-vip.com for more information or contact a West Coast VIP team member. Thank you.