

Updated May 1, 2018

**Policies for Deposits, Fees, and Cancellations**  
**Thompson Community Center**  
420 Dorothy Keister Way, Johnson City, TN 37601  
Phone: 423-722-1090 and Fax: 423-722-1087  
<http://tcc.milligan.edu/>

**Individual and Group Reservations:**

- Can be made up to one year in advance and must be guaranteed with a valid credit card (or pre-paid).
- Deposits: There is no advance deposit required for a stay, but we reserve the right to charge for damages or cancellations incurred, via the credit card on file.
- Cancellations:
  - Individual rooms cancelled more than 30 days before the reservation incur no fee.
  - During peak booking times, rooms cancelled 11-30 days before the reservation may incur a fee equal to one-night's lodging if we are unable to re-book the room. If you reschedule your stay at the time of the cancellation, we can apply this amount to the future stay at your request.
    - Peak times include but may not be limited to: ECS/Milligan Homecoming, Family weekends, Connections or Graduation weeks; Bristol Race; and the Jonesborough Storytelling Festival.
    - During peak booking times, early departures are treated as cancellations.
    - Please check with the TCC manager regarding peak bookings if you have any questions.
  - Rooms cancelled 10 days or less before reservation may incur a fee equal to one-night's lodging or rental. If you reschedule your stay at the time of the cancellation, we can apply this amount to the future stay at your request.
- Guest room blocks are held until 30 days before event. Before the 30 day deadline, the Group Coordinator must provide name(s) and credit card guarantee for each guest room to the TCC office. OR, the Group Coordinator can guarantee the full number of rooms, accepting financial responsibility for any late cancelled rooms. Any rooms not guaranteed at 30 days before the event may be released to the general public.
- If all rooms have been reserved the Group may have one of the first floor rooms (Ashworth Hall OR Fireside room) free for a one day event. If both rooms are needed on the same day or more than one day charges will occur. Please speak to the TCC host for reserving these rooms no less than 30 days in advance.