

Orlando Event Venue – SMS Terms & Conditions (SMS_TERMS)

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Last updated: [12/03/2025]

These SMS Terms & Conditions (“SMS Terms”) describe how Orlando Event Venue (Torres Rivero LLC) (“Orlando Event Venue,” “we,” “us,” or “our”) operates its text messaging programs. By providing your mobile number and opting in, you consent to receive SMS/MMS messages from us as described below.

If you do not agree to these SMS Terms, please do not enroll or promptly opt out as described below.

1. Program Description

By opting in, you agree to receive recurring **transactional** and **marketing** text messages related to Orlando Event Venue, including, for example:

- booking and event confirmations,
- updates about your reservation or tour,
- reminders about upcoming events or deadlines,
- schedule changes or venue alerts,
- links to required forms (e.g., host post-event report),
- promotional offers, announcements, or surveys related to our venue and services.

Messages may be sent by automated systems, our staff, or third-party providers on our behalf.

2. Message Frequency

Message frequency will vary based on your interaction with us and your bookings. For example, you may receive:

- several messages around the time of booking and before your event (confirmations and reminders),

- one or more messages after the event (e.g., feedback or review requests),
- occasional marketing or promotional messages if you have opted in to receive them.

We do not guarantee a specific number of messages per period.

3. Cost and Carriers

Message and data rates may apply to each SMS or MMS message sent or received, as provided in your mobile telephone service plan (please contact your mobile carrier for details).

Carriers are **not** liable for delayed or undelivered messages. Delivery of messages is subject to your carrier's network performance, coverage, and device compatibility.

4. Consent Is Not a Condition of Purchase

Your consent to receive text messages from Orlando Event Venue is **not** a condition of any purchase, event booking, rental agreement, or use of our services. You may book with us without enrolling in SMS communications.

5. Opt-Out Instructions (STOP)

You may cancel the SMS service at any time. To stop receiving messages:

- Text **STOP** in reply to any message you receive from us.

After you send the SMS message STOP, we will send you a one-time confirmation text to confirm that you have been unsubscribed. After that, you will no longer receive SMS/MMS messages from that specific program or number, except where required by law.

If you have multiple active messaging programs (for example, separate lists for promotions vs. booking notifications), you may need to text STOP for each program/number.

6. Help Instructions (HELP)

If you need assistance with our SMS program, you can:

- Text **HELP** in reply to any message you receive from us, or
- Contact us at:
Email: [\[info@orlandoeventvenue.com\]](mailto:info@orlandoeventvenue.com)
Phone: [\[\(407\) XXX-XXXX\]](tel:(407)XXX-XXXX).

We will respond with information on how to manage your message preferences.

7. Managing Preferences

If available, you may also manage your communication preferences (including opting in or out of certain categories of messages) by contacting us directly or via your account settings on our Site (if such functionality is enabled).

8. Supported Carriers

Our SMS program is intended to work with major U.S. mobile carriers (such as AT&T, Verizon, T-Mobile, and others), as well as some regional carriers. Carrier participation and availability may change over time.

We do not guarantee that all carriers or devices will be supported.

9. Eligibility

By enrolling a mobile number in our SMS program, you represent and warrant that:

- you are the account holder or have the account holder's permission to use and enroll that mobile number; and
- you are at least 18 years old, or a parent/guardian is enrolling on behalf of a minor participant.

10. Privacy and Data Use

We respect your privacy. Information we collect in connection with the SMS program, including your mobile number, message content, timestamps, and delivery or engagement data, is handled in accordance with our **Privacy Policy**:

[https://\[your-domain\].com/privacy-policy](https://[your-domain].com/privacy-policy)

We and our service providers may use this information to:

- operate and maintain the messaging program,
- send you messages and respond to your requests,
- improve our services and messaging performance,
- comply with legal obligations and enforce our rights.

We do not sell your mobile number to third parties for their own independent marketing without your consent.

11. Program Changes and Termination

We may change, suspend, or discontinue any SMS program, or any portion of it, at any time, with or without notice, consistent with applicable law. If we terminate the program, you may no longer receive SMS/MMS messages from us, even if you previously opted in.

12. Disputes; Terms of Use

Your participation in our SMS program is also subject to our **Site Terms of Use**, including any provisions regarding disclaimers of warranties, limitations of liability, and dispute resolution:

[https://\[your-domain\].com/terms-of-use](https://[your-domain].com/terms-of-use)

In the event of any conflict between these SMS Terms and the Site Terms of Use, these SMS Terms will govern solely with respect to the SMS program.

13. Copyright

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