

POLICIES & GUIDELINES

PAYMENT

A non-refundable deposit is required to confirm all meeting space. Full prepayment is due 3 business days (M-F) prior to the event, based on your final guarantee. Any charges incurred during the function must be paid upon conclusion of the event.

ROOM ASSIGNMENT

The hotel reserves the right to move groups to a more suitable room after receiving notification of attendance decreases or increases. If your function goes over the contracted ending time and you wish to retain the room for a longer period, you may do so at an additional charge per every hour, provided that the room is available. Resetting of banquet rooms from previously agreed set ups indicated on the contract, may result in additional cost to the client.

MENU SELECTION

Menu selections must be submitted to the Sales & Catering Department no later than two weeks prior to the event. When a selection of two or more entrees is served at the same event, an additional \$3 split entrée fee will be added to each entrée price. Our preprinted menus are offered as a guideline. We are happy to custom design a menu to meet your specific needs.

FOOD & BEVERAGE

Once the contract is signed and returned to the hotel, catering prices quoted on your contract are guaranteed. Prices are subject to change if quoted rates have not been stated on a signed contract. All food and beverage must be provided by the hotel. No food or beverage may be removed from the event area at any time prior to, during, or after the event.

FINAL GUARANTEE

Attendance must be specified 3 business days (M-F) prior to your event date. This number will be considered your minimum guarantee and cannot be reduced. If the hotel does not receive a guarantee, the expected number of attendees listed on your contract will become your guarantee. Charges will be based on the number of people served, or the guarantee, whichever is greater. The hotel will prepare for 5% over the guarantee. If your guaranteed attendance increases by more than 5% in less than 48 hours prior to your event, the hotel reserves the right to charge a 5% surcharge, plus service charge and tax, on menu prices due to increased costs incurred.

SERVICE CHARGE & SALES TAX

All room rental, food, beverage, audio visual equipment rental and service fees are subject to a 21% taxable service charge and current California sales tax.

SHIPMENTS

Hotel does not have storage space for crates, pallets or large shipments. Special arrangements will need to be made with the Sales & Catering Office in advance. The Hotel does not assume responsibility for damage or loss of any merchandise left or sent to the Hotel prior to, during, or following a function. The hotel is not responsible for any packages left in the meeting or banquet rooms. The Hotel will accept small pre-paid shipments no sooner than three (3) working days prior to the function date. A handling and storage fee of \$5 per envelope, \$10 per box and \$20 per trunk, per day will be charged to the master account.

SHIPMENTS CONTINUED

If many boxes are received, where an available meeting room is needed to be used for storage of the items, full meeting room rental will apply. Any box/item received prior to 3 working days before the event, the storage fee will be \$30.00 per box/item, per day. Packages need to be clearly marked with the name of meeting, name of on-site contact and date of function. It is the group on-site contact's responsibility for proper return of their packages. The Hotel is not liable for any materials left without proper shipping information.

CANCELLATION

Cancellations made 91 days or more prior to an event will result in cancellation fees of 50% of the total anticipated revenue. Cancellations made 31 – 90 days prior to an event will result in cancellation fees of 75% of total anticipated revenue. Cancellations made within 30 days of an event will result in cancellation fees of 100% of the total anticipated revenue.

Parking

Self-parking is \$5 for less than 6 hours and \$15 for 6 – 24 hours per car. Client may host parking charges or have guests pay on their own.

DAMAGE

Materials may not be stapled, tacked or taped onto the walls or doors of the meeting rooms or any public space. You will be responsible for any damage or extensive clean up.

HOTEL LIABILITY

THE HOTEL IS NOT RESPONSIBLE FOR ANY ITEMS LEFT IN THE BANQUET ROOM. Client must agree to conduct the function in an orderly manner and to comply with applicable laws, regulations and hotel rules. Client assumes full responsibility for the conduct of all persons in attendance and for any damage done to any part of the hotel premises or property theft.