

## CATERING POLICIES AND PRACTICES

### Menu Selection:

- Menu selection and pricing will be guaranteed 30 days prior to the event.
- One entrée selection on all banquet menus is recommended. Exceptions can be made for dietary or religious restrictions. If more than one entrée is selected there will be an additional charge of \$2.00 per guaranteed person.
- Food prepared by the hotel, which is not consumed by attendees, may not be taken out of the hotel after the function. The only exception is wedding cake tops.
- Hors d'oeuvres reception and buffet food service is limited to 1.5 hours.
- The hotel recommends that all food and beverage be provided by the hotel.
- In the event that items are brought in to the hotel, additional service charges cutting fees, display charges, or corkage fees will apply.
- In the event we allow the group to bring food or beverage items (charitable events), the hotel does not assume responsibility for the quality, timeliness or price of food and beverage items brought into the hotel.

### Bar Services:

- Hosted Bars – Guests order the drinks of their choice and billing of consumption plus gratuity and tax is sent to the host of the event. Hosted bars can be arranged as a package with an hourly charge or based on consumption.
- Cash Bars - Guests purchase their drinks individually at the bar. Prices include tax and gratuity.
- Bartenders – The hotel staffs one bartender for every 75 guests. A bartending fee of \$95 per bartender will apply for cash bars, if a bar is requested for groups of less than 75 people, or if additional staffing is requested.
- Hospitality Bars – Hotel policy requires that all liquor consumed in the hospitality suites be purchased from the hotel.

### Audio Visual / Amenities:

- The hotel will accept responsibility for storing items brought into the hotel overnight if the rental arrangement and payment has been arranged through the hotel. Storage fees may apply.
- The hotel has an exclusive contract with PSAV for audio visual services. A \$100 fee per room, per day, will be assessed for technical services and additional set-up requirements for audio visual equipment supplied by a source other than The Pfister Hotel or PSAV.
- Audiovisual equipment contracted outside the hotel must be removed immediately following the conclusion of the event.
- The hotel and PSAV assume no responsibility for services contracted outside of the hotel.

### Personal Items:

- The hotel does not assume responsibility for any personal items, food or beverage left behind at the conclusion of the function.
- The hotel is not responsible for damage or loss of any merchandise or articles brought into the hotel or left behind after the conclusion of the event.
- The hotel does not accept responsibility for the security of wedding gifts or card boxes. It is the client's responsibility to secure all gifts and cards received prior to dinner.



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### Additional Services:

- The hotel will provide a complimentary coat check for groups over 100 people, based on the weather. Standard staffing is one attendant per 125 guests. The hotel is not responsible for lost or stolen items.
- The hotel parking ramp is available to banquet patrons at posted ramp prices. Parking is subject to availability.

### Additional Charges:

- Additional charges will apply when items are brought in from outside that require additional hotel set up labor.
- All food & beverage prices are subject to applicable service charge and 6.1% sales tax.

### Guarantees:

- Confirmation on all meal functions as to the number of guests to be served must be made no later than 10:00 am, 5 business days prior to the scheduled event. In the event this number is not given, we will assume the agreed number printed on the banquet event order is the guarantee and will charge accordingly.
- A floor plan or diagram must be submitted 3 business days prior to the event, if applicable.
- Groups of 100 attendees or more, the hotel must be notified 2 weeks in advance as to the approximate number of guests expected. In the event the guarantee number differs drastically from the anticipated attendance at the time of the booking, the hotel reserves the right to reassign the function to a room that will better accommodate the group. Charges per the terms of the contract will apply.
- Weddings are contracted for a specific room. Food purchase minimums apply in order to guarantee that designated room.
- Cancellation fees will apply if an event is cancelled, per the contract terms.

### Payment Policies:

- The following payments must be made in advance of the function unless credit has been established to the satisfaction of the hotel:
- All deposits are non-refundable.  
Deposits are required for all weddings, social functions and holiday parties. A deposit of \$1,500 or 10% of anticipated revenue is required with the return of the signed contract to ensure your space as definite.  
The remaining 100% of the total anticipated costs must be paid 3 business days prior to the function by cash, certified bank check or cashier's check.  
All groups approved of direct billing will agree to payment terms of 30 days.  
A finance charge of 1.5% per month (18% annual) will be applied to the unpaid balance after 30 days, if the group was approved for direct billing status.

NOTE: Signed banquet event orders supersede this document.  
I have read these terms and policies.

Signature \_\_\_\_\_

Date \_\_\_\_\_

