

1 March 2011

FORT ANYWHERE BUSINESS OPERATIONS POLICY LETTER

CATERING AND SPECIAL EVENTS GENERAL PROVISIONS

Please read and sign this policy letter and return it to the _____ Catering Manager so we may begin to make arrangements for your upcoming event. Please note that your reservation will only be valid when this document has been reviewed, signed, and returned.

1. A deposit of _____ is required to confirm reservations for all private and non-official functions and events. Deposits are required to be paid within one business week of making the request. Until this time, all reservations will be on a tentative hold. Reservations will be automatically canceled should the deposit not be received within the time specified above. All deposits are non refundable. The deposit will be deducted from the final bill.
2. Rooms may be reserved for official events without deposit. **DOD and military official related events require a Letter of Intent (LOI) to avoid deposit requirements.** Rooms may also be used, on a space available basis, for official meetings and training when the function is flexible/appropriate enough to move dates and/or location in the event the room is required for a catered event. The organization will also be responsible for the set-up and clean-up of the space used. The organization POC will be required to sign a letter of understanding, provided by the club. No food and beverages may be brought into the facility.
3. The Catering Manager must have a signed contract 30 days prior to the event including the following information: date, time, duration, menu, room set up, estimated guest count, and audio visual requirements. The final guest count is due no later than 48 hours prior to the event. If estimated guest counts vary within 10% or original count, notify the Catering Manager immediately with an updated count. Additionally, final payment will be due 48 hours prior to the event. Payment will only be accepted by the host or POC. Credit Cards and personal checks will not be accepted directly from your guests. Checks must be made payable to _____ and include the following information: Social Security number, Unit information (if applicable), day and evening telephone number and correct mailing address. All returned checks will be assessed at \$25.00 or 10% surcharge, whichever is greater.
4. The unit and/or host is obligated to pay for the final number of guest/meals guaranteed on the contract or the number of meals served, whichever is greater. No refunds will be given for meals not served.

5. An 18% service charge will be applied to all food and beverage purchases.
6. Due to health and sanitation concerns, "To-Go" boxes will not be provided for meals that were not served or from food items remaining on a buffet or hors d'oeuvres menu.
7. No outside food or beverages are permitted inside the facility. The exception is specialty cakes and desserts at which a cutting and service fee will be assessed at \$50 per every 150 guests.
8. Room reservations are a maximum of four hours. Additional hours may be added to your event at \$100 per hour added. The room rental fee will be waived with the minimum food and beverage order that exceeds four times the associated room rental.

Example

a.	Room A	\$150
b.	Room B	\$150
c.	Room C	\$200

- Daily room Rental Fees are available on request.
9. Menu selections and private party details must be submitted and finalized 45 days prior to event date, a minimum of two weeks is necessary to purchase food for the event in regards to menu selection within 30 days.
 10. Floor plans and setup requirements must be coordinated with the Catering Manager no later than 5 business days prior to the event. The activity reserves the right to decline or change any requests if it presents a safety hazard or concern or, if it interferes with staff efficiency. Additional charge may apply to some requests based on difficulty and time required to execute the request. No changes will be (by staff or guests) within two hours prior to the start of the function.
 11. Any damages to the facilities caused by guests will be the responsibility of the host. Items are not permitted to be taped, stapled or nailed onto any wall in the facility. Table decorations with drip-less candles can be used as centerpieces provided the flame is enclosed in glass. Tablecloth damages caused from table decorations will be charged to the host at \$20.00 per tablecloth. Glitter sprinkles, tinsel or confetti is not allowed into the facility - a cleanup fee will be assessed after the fact (depending on room space rented). The facility is not responsible for any item lost or left behind in the facility.
 12. The host is responsible for the conduct of his or her guests.
 13. Guests must be 21 years of age to consume alcohol on the premises. Additionally, outside alcohol and spirits are not permitted to be brought in. Items such as wine, grog ingredients, toasting champagne or cider can be purchased from your caterer.

14. No person or group will receive "special" or "discounted" prices, privileges or service that would not otherwise be available to any and all patrons.

Guest Signature

Date

Catering Manager Signature

Date

Unit: _____

Type and Name of the Event: _____

Room(s) Reserved: _____ Appx. Count: _____

Starting Time: _____ Ending Time: _____

Host/POC Name: _____ Rank: _____

Day Phone: _____ Evening Phone _____

E-Mail: _____

Address: _____

Alternate POC: _____ Phone: _____

Amount Deposit Received: _____