

CATERING POLICIES

1. **Guarantees:** A final guarantee is required on all catering functions. The catering/sales department must be notified at your final consultation 72 hours prior to the event. This guarantee is the minimum number for which you will be charged, even if fewer guests attend.
2. **Billing:** A non-refundable down payment and signed contract are required to reserve any banquet function space. Full payment of balance due must be made 30 days prior to the function. Any function not paid in full 30 days prior will be in jeopardy of cancellation. Any increase in the guaranteed attendance will be accepted no later than 72 hours before the function, and payment for increase must be by cash or credit card only.
3. There will be a 20% taxable service charges and 9.25% sales tax added to the total bill for each event, including but not limited to set up, food and beverage, vendor services, AV equipment.
4. No food or beverages of any kind will be allowed to be brought into or removed from the hotel by the Patron or Patron's guests or vendors. The Hotel is free from any liability resulting from banquet food or beverage being illicitly removed from the function.
5. All displays or exhibits, if any, must conform to the city code fire ordinance rules. The Hotel will not permit the affixing of anything to the walls, floors or ceilings with nails, staples, tape or any substance unless approval is given by this office in writing. In the event that this is done without our authorization, repairs for any damage suffered will be the responsibility of the patron.
6. The Hotel reserves the right to assign another (comparable) room, should we be unable to provide you with the contracted space.
7. **Audio-Visual:** All AV equipment and services can be arranged with our Sales Dept.
8. **Liability:** The Hotel reserves the right to inspect and control all private functions. Liability for damage to the premises will be charged accordingly. The Hotel cannot assume liability for personal property and equipment brought into the Hotel by patron's guests or vendors.
9. **Sales Tax Exemption:** Any organization that is entitled to sales tax exemption from the State of Tennessee must provide certification with the signed contract. Sales tax exemption does not exempt client from Occupancy Tax portion of hotel tax (currently 6.7%). Failure to provide certifications will require us to charge taxes with NO REFUND provided by the Hotel.
10. All prices are subject to change without notice. Patron expressly grants the right of management to raise the prices herein quoted or to make reasonable substitutions on the menu and agrees to pay such increased prices or accept such substitutions.
11. **Reset Fee:** Client agrees to pay a reset fee of up to \$500.00 if, on the day of the function, client requires a room to be partially or completely reset.
12. The Hotel reserves the right to control the volume, content and duration of all entertainment or music. Patron agrees to immediately adjust the volume if requested to do so by management.
13. Patron must adhere to the beginning and end times on the contract. If you would like to extend the time of your function, you may do so with prior consent of management and for a fee of \$300.00 per hour, paid by cash or credit card. There may be an additional fee for vendor overtime as well.
14. If Patron delays contracted food service time on banquet functions, the Hotel cannot be held responsible for food quality.
15. Packages may be delivered to the Hotel prior to meetings or functions with advance notification and approval from your Sales Manager. Group Name, Hotel contact, Meeting contact and Date of Function must all be included on package to allow for proper storage and retrieval. A fee of \$5.00 per box per day will be assessed for boxes received more than 48 hours before or left more than 48 hours after a function. A fee of \$5.00 per box will be charged for hotel staff delivery of boxes.