

GENERAL POLICIES AND INFORMATION

Your patronage is important to making your event a success. Our Sales and Catering personnel will work with you in order to guarantee that we meet all the needs of you and your guests. We do however ask that you review the following guidelines.

Guest Rooms

If you require guest rooms for your event, we will be happy to block a group of rooms that will be held until 30 days prior to the arrival date. After that date, reservations will be accepted, based on guest room availability.

Menu Selection

Please confirm your choice of menu and specific arrangements for bar and wine services at least 2 weeks before your event. Our Sales and Catering personnel will be happy to help you choose a menu that best suits the needs of you and your guests.

Final Guarantee

A final guaranteed number of guests is required 3 Business Days prior to the event. The convener agrees to pay for this guaranteed number of meals, or the actual number of meals served, whichever is greater.

Payment

The Hotel must have a Confirmed Method of Payment before any Event. For Corporate clients a Direct Billing application must be filled out and approved before bills can be sent to the client, or a Credit Card Authorization form must be filled out and approved before the function. We do not accept payments by cheque unless a credit application and billing account has been set up. To confirm a booking, a non-refundable deposit is required.

Taxes & Service Charge

A 16% Service Charge and 5% GST charge is applicable to all Food & Beverage.

All functions at which music is played are subject to a federal fee established by the Society of Composers, Authors and Music Publishers of Canada (SOCAN). The hotel will apply these charges to the final bill.

Cancellation & Changes

Our Cancellation fees are as follows:

Within 24 hours:	100 % of Contract
24 to 72 hours Prior Notice:	50 % of Contract
72 hours or more Notice:	0 % of Contract

The Holiday Inn on 67th Street Red Deer reserves the right to renegotiate a change in banquet rooms and room rent if there is significant decrease (25% or more) in the room requirements, function attendance or planned food and beverage.

Decorating Policies

Thumbtacks, nails, staples and scotch tape are not to be used in any meeting room or public area.

The convener is responsible for the removal of all decorations after the event. The use of confetti is prohibited. The removal of artwork is also prohibited.

Room Booking Guidelines

Day - 7:00am to 5:00pm

Evening -6:00pm to 12:30am

(All entertainment should cease by 12:30 am in order to vacate the event by 1:00 am)

24 Hours - 6:00 am to 6:00am next day

Menu Selection

We ask that you advise our Catering Department of your menu selections **2 weeks** prior to the function date. Menu items cannot be guaranteed for menus arriving at the hotel after the 2 week period.

Event Location

Function rooms are assigned by the guaranteed maximum number of people anticipated. The Holiday Inn on 67th Street Red Deer reserves the right to relocate groups due to changes in **numbers, set up requirements or service times.**

Food Service

For the protection of our guests and in accordance with the Alberta Health and Safety Act, **Holiday Inn 67th Street Red Deer will be the sole provider of all food and beverage items.** No food or beverage items may be removed from the function room or stored on your behalf for a later function as well **no food from outside can be brought in.**

For the protection of our guests and in accordance with the Alberta Health and Safety Act food can only be left out for a maximum of 2 hours.

As it is customary, **banquet prices are subject to change** due to fluctuating food costs. Prices for all meal functions will be guaranteed three (3) months from the event date.

Dietary Constraints & Food Allergies

We are pleased to offer alternative meals for those guests with special dietary constraints. Special requests must be made 2 weeks prior to your event.

In the event that any of the guests in your group have food allergies, you shall inform us of the names of such persons and the nature of their allergies.

Material Delivery & Pick-Up

Material shipped to the Hotel will be directed to the appropriate rooms. However, no responsibility is accepted for loss, damage, shipping or movement of heavy items. Insurance, arrangements and payment for customs clearance and labor/equipment for movement of heavy items **must be provided by the convener.**

Delivery of materials for meetings will only be accepted 3 business days prior to the function (**storage space is subject to availability**). The material must clearly show the following information:

Attention: Catering Department

Catering Representative:

Name of Event:

Date of Event:

Name of Event Contact:

Room Name:

Number of items:

Selling Merchandise

A temporary **business permit** and sign permit must be attained from the City of Red Deer. If signs are to be used, a **sign permit** must be attained from the City of Red Deer as well.

All signage must be pre-approved by the Hotel in Writing before being displayed.

Contact City of Red Deer Inspections & Licensing at 403.342.8328 or visit www.reddeer.ca

General

A **signed** copy of our catering contract returned to our catering office will ensure that all agreed upon requirements are as stated. Should the Hotel not be in possession of a signed contract, the function would be considered **Cancelled**.

Client agrees to conduct the event in an orderly manner in full compliance with applicable laws, and regulations. Client assumes full responsibility for the conduct of all persons in attendance at the event and for damage done to any part of Hotel's premises by client, client agents, invitees, employees, or independent contractor hired by client.

The Holiday Inn on 67th Street Red Deer will not be responsible for loss or damage to any articles left in the Hotel prior to, during or following any function.