

CATERING, FUNCTION AND GUARANTEE POLICY

This policy applies to all meetings and food functions.

1. **MENU SELECTIONS** - Final menu selections must be submitted 30 days prior to the function to insure the availability of the desired menu items. Please notify the Catering Department with your estimated number of guests 21 days prior to your event, full payment will be due at that time.
2. **GUARANTEES**: 7 days prior to your arrival your **final guaranteed** number of guests will be required. In the event no guarantee is received, the greater of the estimated count or number served will be charged and paid for. The hotel will be set up and be prepared for 5% over your guarantee. **Functions are scheduled for a two (2) hour service time period per menu package ordered. Extra service time may be arranged at an additional charge of \$25.00 plus service charge per server per hour or portion thereof.**
No food can be removed by the client from event site due to Health Department regulations. Be aware that when a buffet menu is selected, To-Go boxes are not allowed.
3. **BANQUET EVENT ORDERS**: Hotel policy for function and meeting space is the following: all Banquet Event Order (BEO) forms need to be signed and returned to our office within 5 days of receipt or sooner. We are aware that there will most likely be some changes to the BEOs, however it does give us the necessary information to properly prepare for your event. Should we not receive your BEOs in a timely manner, we cannot guarantee proper setup, times, etc. for your event.
4. **BANQUET ROOM SETUP CHARGES AND ADDITIONAL CHARGES** – Setup of vendor and exhibit tables must be arranged with the Group Sales Department in advance of the event. Cost of vendor's tables is \$25.00 each. If a change from the original room set up is requested on the day of the function, a minimum \$100.00 labor charge **per change** will be added to the banquet check.
5. **SIGNS** – Any items to be placed in any meeting room or lobby including directional signs must be approved by the hotel in advance. No signs or other materials may be attached to wall, floors, ceilings or other parts of the building or furniture using nails, screws, glue paste, etc.
6. **CANCELLATIONS AND REFUNDS** – If a function must be cancelled, the deposit will be refunded if the hotel has received notification in writing of the cancellation at least **thirty (30)** days prior to the function date. **Sixty (60)** days cancellation is required for larger groups with reserved multiple meeting/banquet space. Cancellations received less than **thirty (30)** days or **sixty (60)** days prior to the function will result in forfeiture of the deposit.
7. **MAJORITY OF ATTENDEES**- The majority of attendees at any event at the Glenstone Lodge must be guests of the hotel. The hotel reserves the right to cancel any event if the number of sleeping rooms per night equals less than **80%** of the number of individuals scheduled to attend the event. All others will need to park off property.
8. **BILLING AUTHORIZATIONS** - Any discrepancies or counts or changes must be identified and resolved *at the completion of each function.*
9. **SERVICE CHARGES** – All catering functions are subject to a service charge, currently 20%. Applicable state and local taxes will also be added (currently 11.25%) unless a TN Tax Exemption form or a 501c3 tax exemption form is on file prior to arrival.
10. **TAX EXEMPT** - To be tax exempted the information on the payment method **MUST** match the information on the TN Tax Exemption form. If the information does not match all applicable taxes will be applied.

11. **TIMES** – Guests will not be permitted in the banquet room 2 hours before the function begins so the caterer can set the room. Guests will be admitted to the banquet room and must depart at the times stated on the catering contract.
12. **LOCATION** – The hotel reserves the right to move functions to meeting/banquet rooms other than those stated on the catering contract without prior notification if attendance varies from original estimate.
13. **DAMAGE/LOSS** – The hotel is not responsible for damage to or loss of any items left in the hotel prior to, during or following any function. The hotel reserves the right to require a security deposit for damages. Should damage to the hotel premises occur, the deposit will be retained and additional charges may be incurred. The client is responsible and shall reimburse the hotel for any damage, loss or liability incurred by the hotel by any of the customers, guests or any person or organizations contracted by the customer to provide any goods or services good before, during and after the function.
14. **OTHER TOPICS (FORCE MAJEURE)** – If, for reasons beyond our control (to include but not limited to, labor strikes, accidents, government restrictions or regulation on travel, acts of war or acts of God), the Hotel is unable to perform its obligations, such non-performance is excused with no other liability except return of any deposit. In no event shall the Hotel be liable for consequential damages for any reason whatsoever.

The Group shall indemnify, defend and hold harmless the Hotel and its heirs, officers, directors, partners, agents, members and employees from and against any and all demands, claims, damages to persons or property, losses and liabilities, including reasonable attorney’s fees (collectively “Claims”) arising out of or caused by the Group’s or its members’ use of the Hotel facilities. The Group shall not waive or be deemed to have waived, by reason of this paragraph, any defense which it may have with respect to such Claims.

WARRANTIES AND REPRESENTATIONS

The hotel makes no warranties or representations to the customer other than those printed herein.

Organization:

Signature of authorized Agent

Date