

HOTEL ALMA CATERING POLICIES AND INFORMATION

In order to ensure a well-organized event, we ask that you follow these Catering Policies. Should you have any questions, please discuss these policies with your event planner prior to the event.

1. **Deposit Policy:** In order to confirm a room booking a non-refundable deposit equal to the room rental fee is required. Bookings that are held tentatively are entitled to "first right of refusal", non-refundable deposits will be required or space will be released. All rooms booked tentatively must be confirmed one month prior to event date or the space will be released.
For all 'Full Service' Food and Beverage orders, a 50% deposit will be required. These deposits will be credited toward the customer's final bill.
University Campus Clients paying with IDB: Deposit charges do not apply to IDB. However a fee equal to the room rental will be incurred if the event is cancelled less than one month prior to the event date.
2. **Cancellations:** We realize that emergency cancellations do occur and we will do our best to avoid billing the remaining balance of food charges (outstanding 50%). If an order is cancelled at least 5 business days in advance, we can usually avoid any charges except for specially ordered food products or prepared foods that cannot otherwise be utilized.
3. We hope you will find suitable and appropriate items in the menus provided. If you have any special requests we will be pleased to customize a menu and provide you with a quote. All prices are subject to change and will be confirmed no more than ninety (90) days prior to the event.
4. In order to ensure the best service is provided, we ask to be advised of the menu selection and general details thirty (30) days prior to the function date.
5. Function set ups are to be finalized four (4) days prior to the function date. Fees may apply for any special set-ups or late set-ups.
6. Your event planner must be notified of the guaranteed number of guests attending your event four (4) working days prior to the event. IF WE DO NOT RECEIVE CONFIRMATION OF ATTENDANCE we will prepare and charge for the last contracted number quoted. The customer will be billed for the Guaranteed number OR attendance, whichever is greater.
7. For served meals, we will prepare for up to five percent over the guaranteed number, to a maximum of ten extra meals. If more than 10 extra guests are present the main meal service could be delayed as we make arrangements to accommodate the increased numbers.
8. Based on Alberta Health and Safety recommendations, any leftover food and beverage may not be removed.
9. An event confirmation will be sent to you outlining details of the arrangements you made with us. Please review it and call us immediately if there are changes to be made.
10. University Food Services is the exclusive supplier of all food and beverage at Hotel Alma. Outside food and beverages are not permitted in the meeting rooms. We make some limited exceptions for wedding and special occasion cakes.
11. Hotel Alma takes precautions to safe-guard the property of clients; however, we are NOT responsible for damages to or loss of any articles left in the rooms or buildings prior to, during, or following any function by the customer or any guests.
12. Due to fire regulations, function attendance shall not exceed licensed maximum capacities.
13. Depending on the complexity of small events (i.e. approximately 50 guests or less) these could be subject to staff charges.
14. A 15% service fee will be added to all food and beverage charges.
15. Hotel Alma reserves the right to provide an alternate function room best suited for your group's size, should the number of guests attending the function differs greatly from the original number quoted.
16. During high season dates, on Friday and Saturday only events with a minimum of \$1,500.00 in food revenue (not including taxes, gratuity, bar service, room rental or other charges will be booked into the Senate Room at Hotel Alma.
High Season Dates: The last two weeks of November up to and including the Saturday before Christmas Day, April 10 to June 25.
* Events that do not meet this requirement may be confirmed without a Food and Beverage minimum less than one month prior to the event date.
17. The customer is responsible for the conduct of their guests and costs for any damages incurred during your event.
18. Your Event Planner must approve all entertainment.
19. Miscellaneous charges may be applied depending on the type of function and services requested.
20. Additional charges may apply in the following situations:
 - To cover complicated or extensive room set-ups
 - Clean up following an event involves extraordinary resources
 - Additional staff are requested which exceed the normal standard
 - When linen required is in excess of that supplied for the presentation and service of the food
21. **Decorating:** You are welcome to decorate your room under the following guidelines:
 - No decorations can be attached or placed on painted walls and pillars
 - Decorations on other surfaces can only be attached using masking tape
 - No confetti or rice is permitted
 - Fire regulations prohibit the use of open flames
 - Client is responsible to remove own decorations following the event
22. **Parking:** If you wish to arrange parking passes for your guests, please speak to your Event Planner.
23. **Audio/Visual Requirements:** Your Event Planner can provide a list of AV equipment available in house. If needed, a full range of audio and visual services are available. Appropriate charges will apply. Contact us for further information.
24. **Children's Meals (10 years and under).** We are happy to accommodate and serve children at functions. Special children's menus will be provided for table service meals and when a buffet menu is offered. We will charge 25% of the regular meal price to a maximum of 10% of the total number of guests.

HOTEL ALMA

