

# Catering Policies

## DEPOSITS & CANCELLATIONS

- All deposits are **non-refundable**.
- The deposit is equivalent to the Rack Room Rental Rate for the highest priced banquet room booked for the event.
- The deposit is required to confirm the booking on a definite basis.
- **Fifty percent** (50%) of the Estimated Value of the event is due and payable by cheque, cash or credit card ninety (90) days prior to the event, or sooner, for events booked within thirty (30) days of the event date.
- **One hundred percent** (100%) of the Estimated Value of the event is due two weeks (14 days) prior to the event date.
- The balance owing is due on the date of the event.
- Direct billing must be arranged with an approved Credit Application through our Credit Department.
- Events cancelled after the signing of the Booking Confirmation Agreement will be subject to cancellation charges as liquidated damages (and not as a penalty) as follows:
  - a) Initial deposit will be forfeited
  - b) Cancellation from the date of signing to 91 days prior to the scheduled event date – fifty percent (50%) of the estimated value of the event as determined by The Fort Garry Hotel.
  - c) Cancellation within 31 and 90 days prior to the event date – seventy five percent (75%) of the estimated value of the function as determined by The Fort Garry Hotel.
  - d) Cancellation within 30 days prior to the event date – one hundred percent (100%) of the estimated value of the event as determined by The Fort Garry Hotel.

## PRICING & GUARANTEES

- Due to market fluctuations, prices will be confirmed three (3) months prior to the event.
- All food & beverage provided by The Fort Garry Hotel is subject to PST, GST and a 15% gratuity.
- All arrangements for meeting/banquet room requirements, menus (including specialty meals) and all other details must be completed one (1) month prior to your event.
- The Customer will advise of the minimum guarantee by noon (12pm), five (5) full business days prior to the function. The Fort Garry Hotel will charge for the guaranteed number or actual number of guests served, whichever is greater. If the guaranteed number of guests has not been provided, the charge will reflect the expected number of guests instead. On request only, The Fort Garry Hotel will prepare for 2% above the guaranteed numbers for served meals.
- A fee of \$10 per person will apply to increased number of guests over 2% – after the cutoff date,
- **For events offering more than two entrée selections – assigned seating is required. NO EXCEPTIONS. A meal breakdown per table is also required. If these requirements are not met, a \$250.00 fee will apply.**

## LIQUOR/BEER/WINE SELECTIONS

- Liquor, beer, and wine selections **MUST** be received three weeks prior to your event date. Once you have selected your items and communicated this information to The Fort Garry Hotel, each change or addition, thereafter, is subject to a \$250 restocking fee.
- If selections are not received within the required time frame, The Fort Garry Hotel reserves the right to provide the house selections for your event. **There are no exceptions.**

# Catering Policies

## GENERAL

- All food and beverage served in The Fort Garry Hotel must be prepared by the Hotel. For health and insurance reasons, the Hotel policy does not allow for the removal of food from the premises following an event.
- Should the number of guests attending the function differ greatly from the original number quoted, the Hotel reserves the right to provide an alternate function room of appropriate size. Last minute requests will be accommodated, if possible, but cannot be guaranteed. Additional charges may apply.

## PERSONAL ITEMS

- The Fort Garry Hotel does not assume responsibility for any personal items, food or beverage left behind at the conclusion of the event.
- The Fort Garry Hotel is not responsible for damage or loss of any merchandise or articles brought into the Hotel or left behind after the conclusion of the event.
- Perishable items, flowers and materials that require special storage arrangements can only be delivered to the Hotel the day of the event.
- The Fort Garry Hotel must have knowledge of all vendors at least thirty (30) days prior to the event. All vendors are guaranteed access to the meeting/banquet room two (2) hours prior to the start of the event. Access times must be arranged seven (7) days in advance. Vendors are required to break down and clean up all their supplies and accessories at the conclusion of the event.
- No storage will be provided for left items and The Fort Garry Hotel accepts no responsibility for lost or misplaced items.

## DISPLAY OF MATERIALS

The Fort Garry Hotel has been undergoing extensive restoration and renovations. Our efforts are ongoing. To preserve the integrity of these changes, we insist that when materials are hung or attached to any walls, doors, or ceilings by means of tape, tacks, post-its, etc., permission must be obtained from the Banquet Manager as to how the materials are to be displayed. A damage charge may apply where permission was not obtained.

## COAT CHECK POLICY AND CHARGES

The Fort Garry Hotel assumes no responsibility for lost or damaged personal property. Host/Cash Coat Check or coat racks may be arranged through our Catering Department for your function. All coat racks must be kept inside the banquet room.

**Cash Coat Check**                      \$2 / person (including taxes)  
Sales must exceed \$100 otherwise a labour charge of \$100 will be applied to the Master Account

**Host Coat Check**

Less than 100 guests	Unattended Coat Racks at \$25 / coat rack
100 to 200 guests	Flat Fee of \$200
201 to 300 guests	Flat Fee of \$300
301 to 400 guests	Flat fee of \$400
More than 401 guests	Flat fee of \$500

## MUSIC

- All DJ's must hold a current CONNECT Music Licensing DJ License.
- The Government of Canada mandates that the Hotel collect a SOCAN (Society of Composers, Authors & Music Publishers of Canada) fee for all functions booking live or recorded music as well as a RE Sound fee.
- All music within the Provencher Ballroom, The Crystal Ballroom, The Club, The Concert Hall, Gateway, Tache Room and LaVerendrye Room **MUST stop at 12:30 AM.**

# Catering Policies

## MATERIAL HANDLING & LIABILITY

The Fort Garry Hotel shall not be liable for safe or timely arrival of any packages sent to The Fort Garry Hotel by the group. It is the group's responsibility to check on the arrival of any packages and to check to ensure that the contents are intact. Shipments that require special handling should be coordinated with the Conference Service Manager prior to shipping.

All delivered materials pertaining to a function must be clearly addressed as follows (all boxes should be marked as '1 of 3', '2 of 3', etc.):

**Attention: [Client/On-Site Convenor name]**

The Fort Garry Hotel  
222 Broadway  
Winnipeg, Manitoba R3C 0R3

[Name of Event] | [Date of Event] | [Room of Event]

[Name of Conference Service Manager]

A flat fee labour charge of \$150 will apply for The Fort Garry Hotel's handling of convention and exhibition materials. The Hotel assumes no responsibility for lost or damaged personal property or equipment. All items must be removed from the meeting/banquet room immediately following the conclusion of the event.

Storage arrangements can be made with our Banquet & Catering Departments. Limited storage is available. A storage fee may apply if materials arrive more than two (2) days prior to and are not picked up two (2) days after the event.

Clients are responsible for ensuring all boxes and items are removed from the Hotel. Any items left behind for later delivery must have a corresponding weigh-bill and guests must arrange for their own courier service within 24 hours upon completion of the event.

If the use of the Hotel's scissor lift is required, a charge of \$250 plus taxes will be levied for each use. If the use of the hotel's bobcat is required, a charge of \$250 per trip plus taxes will be levied for each use.

## AUDIO VISUAL REQUIREMENTS

The Fort Garry Hotel can meet your audio-visual requirements through our in-house provider Encore Audio Visual. When contracting with an audio-visual supplier other than Encore Audio Visual, a flat fee of \$200 / day will be charged.

### In-House Equipment Rental List

Extension Cords	\$2.5 / day
Power Bars	\$5 / day
Speaker Phone	\$75 / day
Easels	\$7 / day
Podium & Microphone	Complimentary from the hotel

### DISPLAY TABLES

6' skirted tables & 2 chairs	\$25 (no power) / table
	\$35 (with power) / table

### INTERNET

High Speed Wireless Internet	Complimentary
High Speed Hardwired Line	\$75 / day