

## **CATERING DEPARTMENT/GENERAL INFORMATION**

To Our Guests:

We want to thank you for considering the Hart Hotel owned Holiday Inn as the site of your upcoming event. Rest assured that we strive to please our guests in every possible way.

Our Hotel offers you comfortable and elegant surroundings as well as a sincere, friendly and professional staff with the desire to make your event as pleasant to plan, as it is to attend.

As with many business that strive to be successful, we find it necessary to outline certain guidelines and procedures for us to insure that you are totally satisfied with your event. We have included the following information and ask that you contact your Catering Manager if you feel that special arrangements need to be made.

### **DEPOSITS**

We require that a deposit be made to secure your date as definite. This deposit will be applied towards your final bill at full value. All deposits are non-refundable.

### **GUARANTEES**

In order to be properly prepared to host your event, it is essential that we be informed as to your guarantee of attendance at least (7) business days prior to the event. Once this number has been received, reduction in attendance cannot be made in the number. We will prepare to order an additional 5%. However, the number guaranteed will be charged in full even if fewer guests attend. In the event that no guarantee is given, the expected number as listed on the Banquet Contract will be used.

### **FOOD AND BEVERAGE**

All food and beverage served in banquet/meeting rooms of the Hart Hotel Holiday Inn must be purchased from prepared and served by the staff of the hotel. No food or beverage (alcoholic or otherwise) will be permitted to be brought into or removed from banquet/meeting room by any patron or patron's guest.

In accordance to rules and regulations established by the state of New York, the Hart Hotel Holiday Inn cannot sell or permit the consumption of alcoholic beverages to any person under 21 years of age.

### **MENUS**

Menus provided are merely suggestions of our most popular items. Should your prefer to design a menu that would better suit your needs or if you are interested in an item not shown on our menus, please inquire with your Catering Manager, they will be happy to work with you.

### **TAXES AND SERVICE CHARGES**

A customary 17% service charge and applicable New York State sales tax will automatically be added to all event checks. New York State tax-exempt status may be granted provided that we have been furnished with the proper documentation dated within the past two years of your event. This documentation will need to be provided prior to the scheduled event date.

### **BANQUET/MEETING ROOMS**

As other groups may be utilizing the same room as you, prior to or after your function, please follow the agreed upon time schedule. Should your needs change at any time, please contact your Catering Manager so every effort can be made to accommodate you.

The hotel reserves the right to move functions to alternate function/meeting rooms based on the final guarantee of attendance without prior notification.

The hotel does not permit the affixing of anything to the walls, floors or ceiling with nails, staples, tape or any other substance unless prior approval has been arranged through this office.

### **SECURITY**

The hotel will not assume responsibility for the damage or loss of any merchandise or articles left in the hotel prior to or following your function or banquet. Special arrangements can be made with proper advance notice. Please consult your Catering Manager.