

# Catering Policies

## Hotel Terms and Conditions

### *"100% Satisfaction Guarantee"*

The Holiday Inn - Alexandria stands ready to assist you in planning your next convention, meeting, banquet, or reception. Our "Satisfaction Guarantee" program offers you complete service packages designed to meet your specific needs and requirements from the moment you make your first call, to the moment your program successfully adjourns. Holiday Inn - Alexandria provides this promise of quality and professional service. When we "Guarantee Satisfaction", you can be assured of a dedication to detail.

### *Meeting Rooms and Assignments*

Room assignments will be made based on the guaranteed number of attendees and may be subject to change. We request that you discuss your specific room set up requirements with the catering department when finalizing the details for your event. Should your schedule change, please contact the catering department and every effort will be made to accommodate you. Any room specifications changed on the day of the function may include a minimal charge for labor and will be added to the Banquet check.

### *Menu*

For availability reasons, we ask that you make all menu selections two weeks prior to your event. We require a 5 Business Day guarantee of the number of people who will be in attendance for all food and beverage functions and your group will be charged based on this guarantee. We will be prepared to serve 5% over the guaranteed number. In the event that attendance exceeds this number, we will accommodate all the guests, however, we may have to substitute comparable menu items. Please inform us of your guaranteed number in a timely fashion, otherwise, we will prepare and charge for the original estimated amount. All prices are subject to change, but may be guaranteed up to 60 days prior to the event.

### *Tax & Service Charge*

Food and beverage selections are subject to a 18% service charge and applicable tax. The service charge is not a gratuity. Management has the right to distribute as they see appropriate.

### *Outside Food and Alcohol*

Due to health & safety concerns, no food and beverage items will be permitted to be brought into any conference rooms. No food or beverage may be taken from the conference rooms. The ONLY exception would be special "theme" baked goods, such as wedding cakes. Please contact our catering department for prior approval.

The Holiday Inn requires that all beverages be dispensed by the hotel servers or bartenders. The hotel's alcoholic beverage license requires the hotel to request a proper valid identification of all persons of questionable age and may refuse service to any person under age or unable to produce identification, and may refuse service to any person who in the hotel's judgement appears to be "obviously intoxicated."

### *Payment*

All events **MUST** be paid at the conclusion of the function unless prior credit arrangements have been made. A credit card is required at the time of booking to secure the conference room if prior credit arrangements have not been made. For weddings and reunions, a deposit is required immediately to secure your date. **Deposits are not refundable upon cancellation. For wedding receptions payment is due five days prior to the function.**

### *Decorations*

Hanging items on the wall, i.e. decorations, banners with tacks or pins is prohibited. Please ask for assistance to display your items properly. Confetti and glitter are prohibited. If used, a \$125.00 cleaning fee will be added to your bill.

### *Liability*

The Holiday Inn does not assume responsibility for theft, damage or loss of any merchandise or articles brought into the Hotel. The guest agrees to be responsible for any damages done to the function room or any other part of the hotel by the guest, his/her guests or other agents under guest control.