

Grand Occasions

Catering & Banquets

event terms of service

guarantees

The final catering and/or banquet attendance count must be provided to your event manager by 12:00 pm, ten days prior to your event. This count will be your guarantee and you may only increase from your guaranteed count. Final charges are based on the guaranteed count provided. If more than one main entrée choice is to be served during your event, the exact count of each choice is due with the guarantee.

agreement, deposits, & payments

A non-refundable, non-transferable deposit and signed event order will hold your reservation on a definite basis. Full payment of charges by check, cashiers check, money order, Visa, or MasterCard, is due no later than 72 hours prior to the event unless direct billing has been established. Please refer to direct billing for terms and conditions.

cancellations

All deposits are non-refundable and non-transferable. Cancellations within four months prior to the event will forfeit deposit and subject to an additional \$500.00 or 50% of the total bill, whichever is greater. Cancellations two weeks prior or less, from event date, will be responsible for the total cost of the event. In the event guarantee was not provided, total cost would be calculated based on the estimated guest count on the event order, upon booking.

menu & linen selections

The final menu and linens selections must be provided to your event manager thirty days prior to your event.

tastings

Grand Occasions offers a complimentary meal tasting of your final menu selections. Tastings are scheduled 45 days prior to your event. Clients are responsible for calling and scheduling tasting with event manager. Tasting are scheduled between 11:00 am - 2:00 pm Tuesday through Thursday, based on availability. Tasting will take approximately 45 minutes. Clients are welcome to bring three guests to join, for a total of 4 people.

service charge & sales tax

A 21% service charge and 7.975% state sales tax will be added to all food, beverage, rental equipment, and audio/visual charges.

bar service & fees

Grand Occasions is a fully licensed and insured company. We offer complete bar services to facilitate your event needs. A bar fee will apply for cash bars according to the quantity of bars and bartenders provided. Bar fees are not applicable for all hosted bars, or banquets on Friday and Saturday nights. Please refer to bar information sheet for terms and conditions.

Grand Occasions must abide by all Alcoholic Beverage Control rules and regulations. According to the law, no one is allowed to bring in or consume his or her own alcohol on Grand Occasions premises. Grand Occasions reserves the right to refuse service to anyone considered under age or reached their legal limit.

It will be the full responsibility of the contact, as listed on the banquet event order, to insure their guests are adhering to all laws. At any time deemed necessary, event contact will be advised of any guests not adhering to all laws and will have a single opportunity to correct the matter. For the safety of all guests, Grand Occasions reserves the right to discontinue all services, including use of the facility, in the event that the above laws are not followed.

corkage

Grand Occasions agrees to allow outside wine, champagne, and/or sparkling cider to be served during your event for the corkage fee of \$7.00 per 750 ml bottle or less. The corkage fee will apply to both off-premise caterings requesting any handling including, but not limited to, opening and placing on guest seating tables and banquet events. For banquet events, outside beverages must be delivered to our office 72 hours prior to your event. Please refer to package delivery for terms and conditions.

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event terms of service (continued)

decoration & DJ

Grand Occasions will allow outside vendors to provide decorations for your event. Vendors must be fully licensed and insured. The event manager must approve all decoration selections, prior to arrival. Items may not be attached to any stationary surface with nails, staples, tape or any other substance. Candles must be enclosed in votive glass or hurricane. All decorations are the responsibility of the customer and must be removed immediately following event. Your selected DJ will be responsible for their own tables and set up. Please advise your DJ fog machines must not be used at anytime during the course of your event.

banquet room access

Grand Occasions will provide access to your room two hours prior to scheduled event according to standard shift time frames. Early move-in access to room may be provided at an additional charge. Please consult your event manager for details.

direct billing

Direct billing may be extended to, but not limited to, schools and school districts. A completed credit application must be on file and approved prior to all future billings. If a purchase order number is required, this must be on file with signed event order before event can be secured. Please consult your event manager for account details and information.

audio and visual

Grand Occasions has proudly selected Media Solutions, Inc., as our full service onsite audio-visual service provider. In order to help ensure a positive experience please contact your event manager with your needs.

wireless internet

Grand Occasions will provide wireless internet services to facilitate your event needs. A usage fee of \$50.00 per day plus 21% service charge and 7.975% sales tax will apply.

package delivery

Please ensure proper labeling of all delivery items; clearly mark the group name, group contact name, and **date of event**. Delivery times are Monday through Friday, 8:00 AM to 5:00 PM, unless otherwise specified.

By signing, I hereby acknowledge I understand all policies and procedures set forth by Grand Occasions Catering & Banquets.

Customer Signature

Date