



CATERING INFORMATION & POLICIES

MENUS & ROOM RENTAL

- ◆ ALL MENU PRICES AND ROOM RENTAL CHARGES ARE SUBJECT TO CHANGE AND WILL BE CONFIRMED NO MORE THAN (6) SIX MONTHS PRIOR TO THE EVENT. A SERVICE CHARGE OF 18% WILL BE ADDED TO ALL FOOD & BEVERAGE SERVICES. ALL PRICES ARE SUBJECT TO APPLICABLE TAXES.
- ◆ MENU SELECTIONS MUST BE SUBMITTED TO YOUR RESORT CONTACT AT LEAST 30 DAYS PRIOR TO THE FUNCTION DATE TO ENSURE YOUR MENU CHOICE. DIETARY SUBSTITUTIONS CAN BE MADE UPON PRIOR REQUEST.
- ◆ A GUARANTEED NUMBER OF PERSONS IS REQUIRED 72 HOURS IN ADVANCE. IF A GUARANTEED NUMBER IS NOT SUPPLIED WITHIN THIS TIMEFRAME, WE SHALL ASSUME IT TO BE THE HIGHEST FIGURE OF THE ATTENDANCE ESTIMATE MOST RECENTLY SUPPLIED TO US BY YOURSELF OR YOUR DELEGATE.
- ◆ UPON REQUEST, AND SPACE PERMITTING, THE RESORT WILL SET UP TO FIVE PERCENT OF THE GUARANTEED NUMBER (UP TO A MAXIMUM OF 20). THE CUSTOMER WILL BE CHARGED FOR THE GUARANTEED NUMBER OR ACTUAL NUMBER SERVED, WHICHEVER IS GREATER. MEALS WILL BE PREPARED FOR THE GUARANTEED NUMBER ONLY. ADDITIONAL MEALS OVER THE GUARANTEED NUMBER MAY REQUIRE SUBSTITUTION FROM CONFIRMED MENU.
- ◆ ONE MENU SELECTION FOR ALL GUESTS IS REQUIRED.
- ◆ MENU PRICES, SERVICE CHARGES AND TAX ARE SUBJECT TO CHANGE TO REFLECT CURRENT MARKET CONDITIONS.
- ◆ WE RECOMMEND THAT YOU ADVISE YOUR GUESTS OF THE MENU SELECTION, IN CASE THERE ARE ANY SPECIAL DIETARY NEEDS. SHOULD THE ENTRÉE BE CHANGED THE NIGHT OF THE EVENT, THERE WILL BE AN ADDITIONAL CHARGE OF THE ENTRÉE CHOSEN PLUS A \$10.00 SERVICE CHARGE.
- ◆ AS IS CUSTOMARY, BANQUET PRICES ARE SUBJECT TO CHANGE DUE TO FLUCTUATING FOOD COSTS. PRICES FOR ALL MEAL FUNCTIONS WILL BE GUARANTEED (3) THREE MONTHS PRIOR TO THE EVENT
- ◆ ELK RIDGE RESORT WILL BE THE SOLE PROVIDER OF ALL FOOD AND BEVERAGE ITEMS (EXCEPTIONS BEING WEDDING CAKES).

BANQUET FACILITIES

- ◆ RENTAL FEES ARE NON-NEGOTIABLE.
- ◆ THE HOTEL RESERVES THE RIGHT TO PROVIDE AN ALTERNATIVE FUNCTION ROOM BEST SUITED FOR THE GROUP SHOULD THE NUMBER OF GUESTS ATTENDING THE FUNCTION OR ROOM SET-UP DIFFERS FROM THE ORIGINAL CONTRACT.
- ◆ IN ACCORDANCE WITH H & S REGULATIONS, THE RESORT PROHIBITS GUESTS FROM REMOVING ANY FOOD OR BEVERAGE PRODUCTS AFTER A FUNCTION.

CHECK-IN

- ◆ ELK RIDGE RESORT CANNOT GUARANTEE EARLY CHECK-INS. WE STRONGLY RECOMMEND THAT THE WEDDING PARTY CHECK-IN THE DAY BEFORE THEIR SPECIAL EVENT.

CONTRACTS & BANQUET EVENT ORDERS

- ◆ TO ENSURE THAT REQUIREMENTS AS OUTLINED ON THE FINAL CONTRACT (BANQUET EVENT ORDER) ARE AS DISCUSSED AND AGREED UPON, WE ASK THAT THE CUSTOMER SIGN A COPY OF THE BANQUET EVENT ORDER AND RETURN THE SAME TO YOUR HOTEL CONTACT THIRTY (30) DAYS PRIOR TO THE EVENT.

ALCOHOL SERVICE

- ◆ ALL ALCOHOL IS SERVED IN ACCORDANCE WITH PROVINCIAL LIQUOR LAWS.
- ◆ ALL ALCOHOLIC BEVERAGES CONSUMED IN LICENSED AREAS MUST BE PURCHASED BY THE HOTEL.

RULES OF ELK RIDGE

- ◆ WE REQUEST THAT NO CONFETTI BE USED ON ELK RIDGE RESORT PREMISES. A CLEAN-UP CHARGE OF \$150.00 MINIMUM SHALL APPLY IN SUCH AN EVENT.
- ◆ ANY SIGNAGE USED IN PUBLIC SPACES OR MEETING FLOORS SHOULD BE OF PROFESSIONAL QUALITY. REQUESTS TO PLACE PROMOTIONAL MATERIALS, SIGNAGE ETC. IN PUBLIC SPACES SHOULD BE DIRECTED TO YOUR CONFERENCE SERVICE MANAGER.

BILLING & PAYMENT

- ◆ **BILLING:** PAYMENTS MUST BE MADE IN ADVANCE OF FUNCTION UNLESS CREDIT HAS BEEN ESTABLISHED TO THE SATISFACTION OF ELK RIDGE RESORT. ONCE CREDIT IS APPROVED, THE BALANCE OF THE ACCOUNT IS DUE AND PAYABLE WITHIN THIRTY (30) DAYS AFTER THE FUNCTION. . A CREDIT APPLICATION MAY BE OBTAINED THROUGH THE RESORTS ACCOUNTING OFFICE. ONCE YOUR APPLICATION HAS BEEN APPROVED, ALL CATERING CHARGES ALONG WITH ANY MASTER ACCOUNT CHARGES CAN BE BILLED DIRECTLY. ALL REQUESTS FOR DIRECT BILLING SHOULD BE AUTHORIZED BY THE RESORTS ACCOUNTING OFFICE AT LEAST THIRTY (30) DAYS PRIOR TO THE SCHEDULED EVENT(S).
- ◆ FULL PAYMENT OF THE INVOICE MUST BE MADE ON THE DAY OF THE EVENT AND NO LATER THAN THE DAY FOLLOWING THE EVENT. THIS CAN BE PAID WITH CHEQUE, CASH, INTERACT OR ANY MAJOR CREDIT CARD.

CANCELLATION POLICY

- ◆ FUNCTIONS CANCELLED WITHIN 30 DAYS OF THE DATE ARE SUBJECT TO A CANCELLATION FEE OF 50% OF THE CONTRACTED FOOD & BEVERAGE. FUNCTIONS CANCELLED WITHIN 48 HOURS WILL BE CHARGED 100% OF THE CONTRACTED AMOUNT.
- . ◆ IN THE EVENT OF CANCELLATION, DEPOSITS ARE NON-REFUNDABLE UNLESS WE ARE ABLE TO BOOK A SIMILAR FUNCTION FOR THE CANCELLED DATE.

DEPOSITS

- ◆ ALL SOCIAL OR PRIVATE FUNCTIONS ARE REQUIRED TO PAY A DEPOSIT AT TIME OF CONFIRMATION, WITH A FULL ESTIMATED PAYMENT DUE ONE MONTH PRIOR TO THE FUNCTION DATE. DEPOSITS ARE NON REFUNDABLE IN THE EVENT OF A CANCELLATION UNLESS THE SPACE IS RESOLD.
- ◆ AN ADVANCE DEPOSIT OF THE ESTIMATED TOTAL COST IS REQUIRED TO GUARANTEE A BOOKING. IN ADDITION, 100% OF ESTIMATED COSTS ARE DUE NO LATER THAN 14 DAYS PRIOR TO THE EVENT. THE GENERAL MANAGER AT ELK RIDGE MUST APPROVE CORPORATE BILLING PRIVILEGES FOR THE BALANCE OWED AT LEAST TWO WEEKS PRIOR TO THE EVENT.

MUSIC

- ◆ THE CLIENT MUST ADVISE AND CONFIRM WITH THE RESORT ALL ARRANGEMENTS FOR MUSIC, DJ'S, OR ANY OTHER ENTERTAINMENT SERVICES PRIOR TO COMPLETING THE CONTRACT. IN ACCORDANCE WITH THE CANADIAN COPYRIGHT ACT, CHARGES FOR SOCAN (SOCIETY OF COMPOSERS, AUTHORS AND PUBLISHERS OF CANADA) APPLY TO ALL MUSIC, BOTH LIVE AND RECORDED AND WILL BE ADDED TO THE FINAL INVOICE.
- ◆ MUSIC MUST BE KEPT TO A MINIMUM NOISE LEVEL FOR THE CONSIDERATION OF OTHER GUESTS. ELK RIDGE RESERVES THE RIGHT TO RESTRAIN OR END MUSIC IF COMPLAINTS ARE RECEIVED.
- ◆ ELK RIDGE MAY SPECIFY GUESTROOMS THAT MUST BE BOOKED IN ORDER TO REDUCE NOISE COMPLAINTS.
- ◆ ALL ENTERTAINMENT MUST BE PRE-APPROVED BY ELK RIDGE AND CONCLUDE AT MIDNIGHT.

SECURITY AND LIABILITY

- ◆ THE RESORT IS NOT RESPONSIBLE FOR ANY DAMAGE OR LOSS OF ITEMS LEFT AT THE RESORT PRIOR TO, DURING OR FOLLOWING ANY FUNCTION. SPECIAL SECURITY ARRANGEMENTS ARE AVAILABLE UPON REQUEST AT AN ADDITIONAL COST

DECORATING

- ◆ ACCESS TO THE FUNCTION ROOM FOR DECORATING MUST BE CO-ORDINATED WITH OUR CONFERENCE SERVICE MANAGER. WE REQUEST THAT THE DECORATING TEAM BE A MINIMUM NUMBER OF PEOPLE AS OUR STAFF WILL BE SETTING UP FOR YOUR SPECIAL EVENT.
- ◆ THE RESORT DOES NOT ALLOW ANY ARTICLE TO BE FASTENED ON TO WALLS OR ELECTRICAL FIXTURES. THE USE OF TACKS, TAPE, NAILS, SCREWS, BOLTS OR ANY TOOLS WHICH COULD MARK THE FLOORS, WALLS OR CEILINGS IS PROHIBITED.
- ◆ THE RESORT WILL HOLD THE ORGANIZATION AND/ OR THE EXHIBITOR RESPONSIBLE FOR ALL DAMAGES TO THE RESORT PROPERTY.

CLIENT RESPONSIBILITY

- ◆ THE CLIENT AGREES TO BE RESPONSIBLE AND REIMBURSE THE RESORT FOR ANY DAMAGE CAUSED BY THEIR GUESTS OR INDEPENDENT CONTRACTORS. THIS INCLUDES COSTS OF EXCESSIVE CLEAN UP BY THE CUSTOMER, GUESTS, FLORISTS, DECORATORS OR OTHER OUTSIDE AGENCIES.
- ◆ SMOKING IS PROHIBITED IN ANY PUBLIC SPACE OR FUNCTION ROOM WITHIN ELK RIDGE. SMOKING IS ONLY PERMITTED IN DESIGNATED AREAS.
- ◆ IF DISPLAYS, EXHIBITS OR PRODUCTS ARE TO BE USED, ARRANGEMENTS FOR THEIR ARRIVAL, UNLOADING AND DEPARTURE MUST BE MADE WITH OUR CATERING DEPARTMENT. SUCH DISPLAYS, EXHIBITS OR PRODUCTS ARE THE RESPONSIBILITY OF THE EXHIBITOR. ELK RIDGE ACCEPTS NO LIABILITY WHATSOEVER FOR THE LOSS OR DAMAGE WHETHER CAUSED BY THE NEGLIGENCE OF THE RESORT, ITS' STAFF AND AGENTS OR OTHERWISE. SUCH DISPLAYS, EXHIBITS OR PRODUCTS MUST BE REMOVED FROM THE FUNCTION ROOM AT THE END OF EACH DAY, UNLESS THE ROOM IS BOOKED ON A 24 HR BASIS.
- ◆ CLIENT AGREES TO CONDUCT THE EVENT IN AN ORDERLY MANNER IN FULL COMPLIANCE WITH APPLICABLE LAWS, REGULATIONS AND RESORT RULES, COPIES ARE AVAILABLE FROM OUR CATERING DEPARTMENT. CLIENT ASSUMES FULL RESPONSIBILITY FOR THE CONDUCT OF ALL PERSONS IN ATTENDANCE AT THE EVENT AND FOR ANY DAMAGE DONE TO ANY PART OF RESORT PROPERTY BY CLIENT, CLIENTS AGENTS, INVITEES, EMPLOYEES OR INDEPENDANT CONTRACTORS HIRED BY CLIENT.

CHILDREN

- ◆ WE RESPECTFULLY REQUEST THAT CHILDREN BE SUPERVISED AT ALL TIMES BY THEIR PARENTS OR GUARDIANS WHILE ON ELK RIDGE RESORT PROPERTY.

ROOM DROPS

- ◆ WILL CARRY A CHARGE OF \$2.00 PER ROOM PER DROP PLUS APPLICABLE SERVICE CHARGE AND TAXES.

WEDDING CAKES

- ◆ ELK RIDGE WOULD BE PLEASED TO PROVIDE CAKE CUTTING AND PLATTING SERVICE FOR A FEE OF \$1.50 / GUEST + 18% GRATUITY +APPLICABLE TAXES.

LABOUR CHARGES

- ◆ ADDITIONAL LABOUR CHARGES MAY BE ASSESSED ON CANADIAN STATUATORY HOLIDAYS. SHOULD THE CONSUMPTION ON CASH OR HOST BARS BE LESS THAN \$300.00, CASHIERS AND BARTENDERS WILL BE CHARGED AT \$30.00 AN HOUR FOR A MINIMUM OF 4 HOURS.SIGNAGE.
- ◆ A BARTENDER CHARGE WILL BE ADDED TO THE BILL @ \$20.00/HOUR IF THE BAR REVENUE IS LESS THAN \$350.00.

POWER REQUIREMENTS

- ◆ EXTENSION CORDS AND POWER BARS ARE AVAILABLE THROUGH OUR CATERING DEPARTMENT. POWER TIE IN FOR BANDS ARE ASSESSED AT \$100.00 PER POWER BOX. ADDITIONAL POWER REQUIREMENTS WILL BE ASSESSED AND CHARGED AT CURRENT RATES.

GAS HEATING IN THE PAVILLION

- ◆ PROLONGED PROPANE HEATING WILL BE SUBJECT TO AN ADDITIONAL FEE.