



# THE TOWNSEND HOTEL

## Banquet Standards and Policies

### Banquet Policies

1. **Prevailing Laws:** The Townsend Hotel strictly adheres to all Federal, State and Local laws with regard to food and beverage purchase and consumption. The Townsend Hotel reserves the right to inspect and regulate all private meetings, banquets and receptions in accordance with Hotel policy and established laws.

2. **Food and Beverage:** The Townsend Hotel provides all food and beverage.

3. **Deposits:** For all events, a deposit equal to 20% of the contracted food and beverage minimum is to be paid to The Townsend Hotel at the time of signing the contract. We require that 100% of the remaining estimated bill be paid no later than seven (7) working days prior to the function date. Deposits are credit card, cash and cashier check

4. **Deposit and Cancellation Policy:** Your advance deposit will not be refunded unless another patron re-books the event space and date with a function of comparable size and revenue. In this case, the Hotel will refund the advanced deposit in full following the date of event. Please refer to your contract for additional ( if any) Cancellation Charges.

5. **Corporate Credit Application:** For Corporate Direct Billing, The Townsend requires a credit application with the signed contract, and all direct billing is subject to approval. A Pre-determined deposit will be required at the time of signing the contract. The balance of the account is due and payable 30 days after the function. A service charge of one- and one- half percent is added to any unpaid balance over 30 days unless special arrangement is made.

6. **Service Fees and Sales Tax:** A twenty-four percent (24%) service charge and six percent (6%) state sales tax (or current tax rate) applies to all food and beverage orders. A six percent (6%) sales state tax (or current tax rate) also applies to all rental charges, including room rental. Groups requesting tax exemption must submit a tax-exempt certificate thirty (30) days prior to the function date, or tax will be applied to the final bill and will not be refunded. (Further information will be supplied to our tax-exempt customers.)

7. **Room Rental Charges:** All event space rental charges are subject to the day of the week, month of the year and availability of space. Room Rental will be determined in your contract and is not subject to waive or reduction.

8. **Event Service Fees:** Coatroom service is available at a charge of \$125.00 per attendant and a \$2.00 per garment charge and is based on the final guarantee. Extra Banquet Servers are available at \$125.00 per server. Valet parking is available at the current rate and is based on the final guarantee. Culinary chefs for food station are available for \$125 per chef. Restroom

attendants are available for \$100.00 for entire event. Bartender fees (one per 75 guests) are available at \$125 per Bartender. Station Attendants and Food Runners are available at \$75 per event.

9. **Market Fluctuations:** All prices are subject to change due to market fluctuations, unless such prices are confirmed in writing. Confirmed prices will be quoted no more than one hundred twenty (120) days prior to the scheduled function.

10. **Packages and Shipping:** Due to limited storage space, materials cannot be received at the hotel more than two business (2) days prior to the opening meeting/event. The Townsend Hotel does not at any time guarantee the security of any items left in the event space nor or items stored in the hotel. Loss or damage to group displays, decorations, or other property brought into the Hotel will be the sole responsibility of the group, with the Hotel assuming no liability.

11. **Electrical:** Electrical requirements for meetings and exhibits must be discussed in advance to ensure that the proper number of outlets and electrical power is provided. Additional power must be reserved through The Townsend Hotel Chief Engineer way of your Catering Sales Person and Conference Service Manager. For display set-ups, arrangements must be made in advance for rental of hotel electrical equipment.

12. **Audio-Visual:** All sound, lighting and audio visual equipment provided by the Hotel must be operated by Presentation Services, the Hotel on-property audio-visual supplier. The Hotel must be notified in advance of any outside company or producer coming on property, and reserve the right to advance approval, including the right to restrict or deny. If an outside vendor is procured by the client, the outside vendor must provide insurance information. The Hotel will provide a minimum of one technician (at \$65.00 per hour) to coordinate with the contractor and oversee set-up, operation and breakdown

13. **Telephone:** Should your group require a house phone, DID phone, speakerphone or conference phone, these needs will be coordinated in advance. Presentation Services (PSAV) will coordinate and quote pricing in advance.

14. **Conduct:** The host is responsible for the conduct of all persons in attendance and for all damages incurred upon the Hotel or its guests by individuals associated with or representing the group's organization will be the sole responsibility of the contracting party.

15. **Act of God:** If, for reasons beyond our control, including but not limited to, labor strikes, accidents, government restrictions or regulation on travel, acts of war or acts of God, the Hotel is unable to perform its obligations, then such non-performance is excused with no other liability upon return of deposit. In no event shall The Townsend Hotel be liable for consequential damages for any reason whatsoever.

16. **Security:** The Hotel requires security personnel for all groups whose size, program or nature indicates such need, at the sole discretion of Hotel Management. The Security Company hired is at the discretion of the Hotel. Security charges are quoted hourly.

17. **Sign Policy:** All signs must be professionally printed or painted, and must be approved through the Catering Department prior to date of event. No pins, tacks or adhesives of any kind are permitted on any Hotel walls or doors.

18. **Insurance:** All outside vendors are required to send Certificate of Liability Insurance in advance to the Catering Representative.

19. **Alcoholic Beverages:** The Townsend Hotel Private Meeting Space and Ballrooms are regulated by the Michigan Liquor Control Commission. The legal age to serve alcoholic in Michigan is 21 years of age and the Townsend has the right to ask guests in all areas for a legal document (driver's license, and/or picture ID, and passport.) Bartenders are required whenever alcoholic beverages are served in our private space. The Townsend does not allow self-service alcoholic beverages in our function space.

20. **Special Requests for Alcoholic:** In the event you wish to order special alcoholic beverages that are not in The Townsend Inventory, these items must be purchased by the case. See your Sales Manager for questions.

## **Banquet Standards**

**The Banquet Event** order is the governing document for all goods and service ordered by the client. The Client Signature on said BEO represents an agreement and approval for the goods and services indicated on your BEO document.

**Event Pop-ups** all pop-ups are defined as events booked and actualized within 3 business days of initial contact with the client.

Event Pop-ups are limited to certain food and beverage selections determined by the Catering Sales Manager and are subject to surcharges. Any cancellation of a pop-up booking is subject to full cancellation, revenue minimums, and event space room rental charges.

### **Choice of Entrée up to 25 guests only:**

If clients would like the option of offering their guests a "choice" of entrees on the day of the event, they may do so under the following stipulations:

1. For 2 proteins + vegetarian = the cost of the most expensive protein + add \$6.00. All guests to order the same salad and the same dessert. Total menu price will be calculated as:

Most expensive protein  
+ \$6.00 surcharge  
+\$10.00-\$12.00 for Salad  
+ \$10.00 - \$12.00 for dessert

2. For 3 protein selections + vegetarian = the cost of the most expensive protein + add \$12.00. All guests to order the same salad and the same dessert. Total menu price will be calculated as:

Most expensive protein  
+ \$12.00 surcharge  
+\$10.00-\$12.00 for Salad  
+ \$10.00 - \$12.00 for dessert

**Banquet Billing** an estimate will be provided at the time of the final BEO. However, the estimate is not your final bill. The final bill is subject to an audit and may vary from final estimate.

**Banquet Overtime Charges** Additional Labor Charges in the amount of \$100 per hour will be assessed should your event extend 60 minutes or beyond your contracted time.

**Banquet Changes:** All Function Room Floor Plans and BEO's (banquet event orders) that define room sets are definite at the time of retaining the client's signature of approval. Changes to a room set are determined the room set had excessive changes. (see individual contract and floor plan.) The overset of a banquet event room is determined by the Catering Conference service manager and client. In the event those additional seats are filled with unexpected guests, not included in the final count, and require food service, every effort will be made to service the client and a premium charge will be added to your final invoice. In addition, any food item that is pre-set will be charged to the client.

**Banquet Pre- Cons** for large corporate events, a pre- con (pre-convention meeting) is required with your sales manager, catering manager and designated Townsend Managers. A private meeting at least 4 to 6 days prior to arrival and day of event.

**Outside Rentals and Vendors – all deliveries and pick-ups must be pre- planned with catering and banquet manager. The Townsend Hotel is not responsible for shortages or damage to rentals from an outside company that is hired by the planner or client.**

**Menu Selections** All menu selections shall be considered definite and not subject to change seven (7) working days prior to the function date. Items listed on our menus are by no means the only items available. Your Townsend Hotel Catering Representative will be most willing to discuss alternate menu selections specially tailored to suit your event.

- Special meals are defined as those meals requested for service other than the principal menu, either contracted in advance or at the time the beo is constructed. These include special dietary requests, dairy and gluten free, vegetarian and vegan. Special Meals must be included in the guarantee count. If there is a change of entrée the day or evening of your event, the client is subject to pay for the guarantee meal and the special meal.

- The Townsend is happy to work with you on meals that need to be fully Kosher. The Townsend also allows full Kosher and other Ethnic Caterers. However, the outside caterer is subject to Chef's approval and must present insurance liability as well as dress appropriately in the back and front of the house. Also, the Townsend Banquet Staff will service all events at the Townsend Hotel.

**Banquet Service Ratios** Standard Service for plated meals is one server per 15 guests  
Standard Service for Buffet meals is one server per 20 guests. We recommend one bartender per 75 guests. We recommend one chef for 50 guests when doing action or carving stations

**Food Tastings** Food tastings are subject to approval. Some tastings will require a standard reduced fee. If a food tasting is required, The Townsend Hotel provides a complimentary food tasting for 4 guests. If a request is made for more guests to attend, charges maybe be assessed by your catering manager at reduced rates. Tastings are conducted Tuesday through Friday at a designated time. There are no Evening or Weekend tastings unless authorized by your Catering Sales Manager and Chef.

**Custom Menus and custom menu items** All requests for custom menus must be approved by the Banquet Chef and Director of Catering. Choice Menus are permitted but may be subject to a sur charge determined by Chef and your Catering Sales manager.

**Banquet Final Counts:** Confirmation of the number of attendees of any event must be submitted to the Catering Department no later than seventy-two (72) hours prior the function date or 3 full business days. If a choice menu, the confirmation of each entrée may be increased to 5 days. The Hotel will be prepared to serve five percent (5%) in excess of the guarantee. 5 % for the Townsend Hotel is 4 full meals. Should the guarantee exceed five percent (5%) of the original estimated number of attendees, the Hotel reserves the right to make a substitution for the original entrée ordered as well as charge a premium price for the last minute add-on. The banquet captain will seek out approval from the host but not required if service is compromised. All charges will be based upon guarantee and the actual number of guests served, whichever is larger. If the required final count guarantee is not submitted to the Catering Department, the original attendee number of guests on the Banquet Event Order will be considered the final count.

**Stationery Buffets** to include breakfast, lunch and breaks, buffets and food stations are a mandatory of two (2) hours of service. If a guest requests an extended time of service, the discretion is up to the Chef and Catering Manager and subject to the integrity of the food and Serve Safe Standards. There is a fee for buffet for under 20 guests. There is also a service fee for events 10 per person and under. Please refer to your menu and or ask your catering sales manager.

Additional food from an outside vendor must have prior approval and be made in a commercial bakery. The Townsend has the right to refuse if deemed necessary.

Some food items are perishable and not permitted to be removed from property. If a client would like to take food items out of the building, Banquet Captains will request a signed waiver.

.

## **Shipping, Handling of Materials and Storage**

### **CUSTOMS**

If your material is coming from outside the United States, it will have to clear United States Customs. Customs brokers will be of invaluable assistance in your efforts to get materials into the United States.

### **LABELING OF BOXES/SHIPMENTS**

In order to avoid confusion or misplaced materials, anything being sent to The Townsend Hotel should be clearly labeled in the following manner:

Name of Meeting/Event Name of Company Name of Contact Person Date(s) of the Meeting/Event Hotel's Address (C/O your Catering Manager)
---------------------------------------------------------------------------------------------------------------------------------------------------

### **SHIPPING AND RECEIVING**

Arrangements must be made in advance with your coordinator for access to the receiving area. This will avoid conflict with regular hotel deliveries. We request that all shipments arrive no more than 48 hours prior to your meeting/event date. Our receiving area is open between 8:00am - 4:00pm Monday through Friday. It is necessary for meeting/event planners to arrange for unloading, transporting, installing, dismantling or handling of products. The hotel will arrange for labor at an additional charge if so desired.

### **STORAGE**

Due to limited storage space, The Townsend Hotel cannot guarantee the security of any materials shipped in advance. In the event that you have a large amount of material that must be pre-shipped, we strongly recommend that a moving company with storage facilities be utilized. Arrangements for storage and movement of your packages can be made with them.

### **SIGNS, SEALS, BANNERS, CRESTS AND FLAGS**

Under no circumstances should anything be nailed, screwed or otherwise affixed to the walls or fixtures of the hotel. In addition, no displays or signage are permitted in the lobby area of the hotel, unless professionally made and approved by the hotel.