

# **Twin City Quarter Banquet & Catering Policies**

We thank you for selecting the Twin City Quarter (TCQ) to host your event. Our Catering and Conference Service Managers are ready to assist you with all aspects of your event. We ask that you take a few moments to familiarize yourself with the following policies. This information is intended to assist you in planning a successful event and familiarize you with our services. All space reservations and agreements are made upon and subject to the rules and regulations of the Complex and the following terms and conditions:

## **Audio Visual & Technology Services**

ITA, our in-house preferred vendor, offers a complete line of state-of-the-art audio visual equipment as well as a trained, professional staff. Arrangements for equipment can be made through your catering or conference services manager; however, should you find it beneficial to consult with our in-house AV staff, we will be happy for you to do so.

## **Food & Beverage**

TCQ is the only licensee authorized to sell, serve or distribute any food and beverage within the public areas of the complex. No food or beverage of any kind may be brought into public areas of the complex without prior written permission.

- Your original contractual attendance may decrease by a maximum of 15% without obligation or fee assessment prior to guarantee deadline. Should the original numbers decrease by more than 15%, the variance will be billed based on average check prices.
- TCQ requires a bartender for all events where alcohol is served. Bartenders are billed at \$55.00 for the first two hours and \$15.00 per hour thereafter. (Bartender fees will be waived if sales exceed \$500 per bar.) In order to consume/purchase alcohol, proper identification may be required to verify age. We reserve the right to refuse service to any persons who do not display identification or may appear intoxicated.
- Meeting & banquet rooms are assigned based on the anticipated number of guests. TCQ reserves the right to move meeting and banquet rooms other than those appearing on the Banquet Event Order (BEO) without prior notification. If the number of guests or set-up requirements changes, a more suitable room may be assigned. Additional meeting room rental fees may apply if group attendance falls below the estimated attendance at the time of booking. Changes to a room set at the request of the on-site contact once the room has been set per the approved Banquet Event Order will be assessed a change fee.
- Menu prices will be confirmed 90 days prior to your event date. Our Catering and Conference Services Managers will be pleased to customize any menu to better serve your needs. Menu prices are subject to an 20% service charge and applicable sales tax.
- Menu selections are due 3 weeks prior to the event arrival date. If you do not provide menu selections to your conference services manager by this date, a chef's choice selection will be assigned for the event. (Chef's choice selections are mid—priced entrees and are selected based upon other menus being prepared for that meal period.)

## **Food & Beverage – con't.**

- Attendance guarantees are due 72 business hours prior to the event date and are not subject to reduction. Please note that the complex will prepare to serve 5% over your guaranteed number of attendees. *(Up to guarantees of 400 attendees. Where attendance exceeds 400, we will prepare for an additional 20 attendees per event.)* If our catering or conference services staff is unable to secure guarantees from you within this timeframe, your estimated number of attendance provided during the event planning process will become your guarantee. Requests to increase attendance after the final guarantee is given may result in an alternate menu for additional meals.
- All food and beverage functions for less than 20 people will be subject to an additional \$50.00 set-up charge.
- If the client delays an event for more than 30 minutes past the contractual start time, the hotel will not be responsible for the quality of food or preparing additional food replacement. The client will be responsible for additional labor associated with the delay and overtime on banquet servers will be charged if the function has gone over the contracted time.
- Cancellation of any event must be made both verbally and in writing to your catering or conference services manager. Should cancellation of a food and beverage event occur, the terms of cancellation outlined in your contract will apply.

## **Ice Sculptures, Florals, Centerpieces & Arrangements**

With advance notice, ice sculptures can be provided at an additional charge. Arrangements for freshly cut flower centerpieces can be made through the catering or conference services department and designed based upon your budget.

## **Exhibits, Decorations & Signs**

- Hollins Exposition Services is the preferred vendor for tradeshow, displays and exhibits in the complex and offers a complete line of tradeshow and exhibit equipment. Please coordinate contacting Hollins through your catering or conference services manager.
- All displays and exhibits must conform to the City of Winston-Salem's fire code regulations. The Complex does not permit the affixing of anything to walls, floors, or ceilings of rooms with nails, staples, tape or any other substance. All signs must be of professional quality and have written approval for placement.

## **Shipping & Receiving**

Packages for functions may be delivered to the Complex three (3) working days prior to the date of the function. Special arrangements through your catering or conference services manager must be made for weekend deliveries. The following information must be included on all packages for delivery to be accepted and to ensure proper delivery:

- Name of Organization
- Guest's Name
- Attention Conference Services Manager (indicate name)
- Date of Function and Box number of Total Number

*The Complex will not be liable in an amount in excess of \$100 or the actual value of the contents for any package accepted. Special arrangements should be made in writing in the event you require coverage for greater value.*

## **Personal Property**

TCQ does not assume or accept responsibility for damages to or loss of any equipment, materials, or personal property left in the Complex prior to, during or following any function. Arrangements can be made for the security of merchandise, exhibits or displays. Please ask your catering or conference services manager for details.

## **Liability and Damages**

As a patron, you will be responsible for any damage to any part of the Complex during the period of time for your event and the setup/teardown of the event and for any persons under your control or contractors hired for your organization. TCQ will not permit loud, vulgar, or lewd behavior on the part of any of the above mentioned. The hotel will require one security guard per 100 people for those functions in which Complex management feels that security is warranted.

TCQ reserves the right to cancel any event if management decides that there has been a misjudgment or misrepresentation in the booking, or if the group's intentions appear to be controversial or destructive to the Complex. TCQ may also terminate the agreement if circumstances are encountered that make it inadvisable to provide facilities to hold the event.

Patrons are fully responsible for any injury to any and all persons arising from the use of the Complex's premises by acts of Patron(s), its agents, employees, guests, licensees or invitees, except those caused by the negligence of the Complex, its agents or employees. Patron(s) shall indemnify, defend, hold and save the Complex harmless from all loss, liability, actions or damages of every nature and kind arising or caused from or on account of the use of the Complex's premises by Patron(s), its agents, employees, guests, licensees or invitees, except those caused by the negligence of the Complex, its agents or employees.

## **Payment & Billing**

All charges are to be paid in advance unless previous billing arrangements have been approved. Direct Billing Applications must be received no less than 30 days prior to your event and are subject to the approval of our Controller. Social events are not eligible for Direct Billing approval. All non-direct billing accounts will require a valid credit card and deposit at the time of contract. All social and pre-payment accounts require payment in full of estimated charges three (3) business days prior to the event.

All banquet checks will require a signature by the event contact at the conclusion of the day's events.

## **Force Majeure**

The performance of this agreement by either party is subject to acts of God, war, government regulations, disaster, strikes, civil disorder, terrorism, complete curtailment of transportation, or impossible to substantially perform this agreement. In such an event, the party canceling pursuant to this section shall give prompt notice. The party seeking cancellation of performance under this provision must exercise due diligence and take all reasonable steps to avoid, remove and overcome the effects of the force majeure event.

**I acknowledge receipt of the above policies and agree to their terms:**

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**Signature of Client**

**Date**

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**Event Name**

**Date of Arrival**