

GENERAL INFORMATION - WATERFRONT PLACE HOTEL

GUARANTEES

The Catering Office must be notified of the exact number of attendees by three (3) business days prior to the event. This minimum of guests will be considered a guarantee for which you will be charged, even if fewer guests attend. An increase in the guaranteed attendance will be accepted until 24 hours before the function. The Hotel will set up and prepare food for 5% over the final guarantee figure. If no guarantee is received by the Catering Office, we will then consider your last indication of number of attendees as the guarantee. The Waterfront Place Hotel reserves the right to substitute other available food and services if necessary when the actual number of attendees exceeds the guarantee plus 5%, or when the guaranteed number is received less than 72 hours prior to the event.

SERVICE CHARGES and SALES TAX

Service Charge of 20% and applicable Sales Tax of 6% will be added to all Food and Beverage, Audio-Visual and Room Rental. These percentages may change without notice. Tax exemption forms must be submitted in advance in order for exemptions to occur.

FOOD

To insure availability of chosen items and delivery of products by our vendors, menus must be finalized three (3) weeks prior to function. All food items must be supplied and prepared by the hotel with the exception of wedding cakes. These menus are suggested for your consideration, and, if you prefer, our Catering Department will be pleased to tailor a menu for your review. All buffets are designed to provide service for up to 1 1/2 hours.

BEVERAGES

The Waterfront Place Hotel, as a licensee, is responsible for the administration of the sale and service of alcoholic beverages in accordance with West Virginia regulations. It is a policy, therefore, that all liquor and wine must be supplied by the hotel. If alcoholic beverages are to be served on the hotel premises, the hotel will require that beverages be dispensed by only the hotel servers and bartenders. The hotel's alcoholic beverage license requires the hotel to (1) request proper identification (photo ID) of any person of questionable age and refuse alcoholic beverage service if the person is either underage or proper identification cannot be produced and (2) refuse alcoholic beverage service to any person who, in the hotel's judgment, appears intoxicated.

FOOD AND BEVERAGE POLICY

Due to licensing and insurance requirements, all food and beverage to be served on the Hotel property must be supplied and prepared by the Hotel with the exception of wedding cake. In addition, no remaining food or beverage shall be removed from the premises. At the conclusion of the function, such food and beverage becomes the property of the hotel.

PRICING

Prices are guaranteed 45 days prior to the date of the event. All prices are subject to a 6% sales tax and 20% service charge. Non-Profit and Government groups who qualify to have the sales tax waived must provide a copy of their sales tax exemption two weeks before the scheduled function. Non-Profit groups must pay by organization credit card or Check Drawn on the organization's account.

LIABILITY

Waterfront Place Hotel reserves the right to inspect and control all private functions. Liability of damage to the premises will be charged accordingly. The hotel cannot assume responsibility for personal property and equipment brought onto the premises.

CANCELLATION

The client shall provide notice of any cancellation in writing. Events booked within 30 days of the event will be charged 100% of the contracted agreement. Any function which is cancelled within 72 hours (3 business days) of the event will be subject to a 100% cancellation fee based on the total cost of the event, to include Food, Beverage, AV and Room Rental.

MEETING ROOM POLICIES

Room requirements and all other arrangements must be received two weeks prior to the function. Function rooms are assigned according to the anticipated guaranteed number of guests. If there are fluctuations in the number of attendees, the hotel reserves the right to charge a service fee for set-up of meeting rooms with extraordinary requirements. Room assignments are subject to change. A room set-up fee will be charged where applicable. On the day of the event, if a client requires the function room to be reset completely or in part, the hotel reserves the right to charge a \$500.00 reset fee.

DECORATIONS

Affixing anything to the walls, floors, columns, or ceilings in any function room is not permitted. Our engineering staff will be happy to hang banners for you in certain function rooms at \$25.00 per item. Any damages that occur will be the responsibility of the client.

ENTERTAINMENT/VENDORS

Upon Hotel's approval, musicians, florists, photographers, etc. may be booked by the client and will be solely their responsibility. If entertainment groups (as listed above) are to be included in your guaranteed meal count, please advise 3 business days prior to the event. Waterfront Place Hotel reserves the right to control all functions held on the premises, and to discontinue service of alcoholic beverages at any time, if, in the judgment of hotel management, it would be in the best interest of the hotel, and the guests, to do so.

PACKAGE RECEIVING

The Hotel will not accept packages more than one week prior to the start of a function. For large shipments over 15 boxes, a minimum of 3 days advanced arrival is permitted and additional charges may apply. Packages should be to the meeting contact to include the date and name of function and can be labeled to the attention of the Hotel Catering Staff member coordinating your particular event.

ENGINEERING, ELECTRICAL, AUDIO-VISUAL and DEDICATED TELEPHONE LINE CHARGES

Special engineering and electrical requirements must be specified to our Catering Department at least ten (10) business days prior to the function. Audio-Visual requirements are available through our Audio-Visual Department. Telephone line requests must be ordered through the Hotel 21 days in advance to guarantee installment. Electrical power needs are based upon required wattage and set-up charges. All above items have charges attached based on services rendered and may require technician or additional labor fee.

LOST and FOUND

The Housekeeping Department administers the Lost and Found Department. The Hotel cannot be held responsible for damage or loss of any articles or merchandise left in the hotel prior to or following your banquet or meeting. Security arrangements should be made for all unattended merchandise or articles of significant value.