

General Policy Guideline Agreement (GPGA)

We are delighted that you are considering *The Knutsford Court Hotel* for your function. The following guidelines will prove beneficial in planning your event. Please note that our professional sales & catering team is readily available to answer any queries.

Menus

Wide selections of menu items are available for your perusal. Please note, however, that should you require additional items our Executive Chef will only be too happy to design a customized menu of your choice. Menu selection along with supporting details is required in writing; hand delivered or via e-mail/facsimile (906-2224) minimum ten (10) days prior to your event date. A 24-hour response is required for events with less than 10 days lead time.

Cooked food items may not be brought into the allocated rooms for consumption without consent from the hotel.

- (a) Use of hotel's cooking facilities is prohibited unless authorized by the hotel's executive chef
- (b) In the event authorization is granted, the hotel will apply a surcharge for said usage.

Function Rooms:

Function rooms are assigned by the number of people attending and the room set up indicated. Should your room requirements or size of group change, additional room rental charges may apply. We reserve the right to make room changes in the event that the original space booked becomes unavailable for reasons or causes beyond our control or if your anticipated attendance increases or decreases significantly. The function time noted on the banquet event order is the time that the rooms will be reserved for your use. Penalty charges will apply if you do not vacate the room at the time specified. Kindly do not block any fire exit or signage with conference and display materials.

GCT (General Consumption Tax)

A 16.5% General Consumption Tax, is additional to all prices quoted. Please note taxes are subject to change without notice, and will be the applicable tax applied at the time of your event.

Service Charge:

A 10% service charge is additional to all prices quoted and is non-negotiable.

Holiday Surcharge:

Please note that for events held on a public holiday, a surcharge of 20% will be applicable.

Room Layout and Menu Selections:

Menu selections, meeting room set-up requirements and any other arrangements must be received no later than ten (10) working days (minimum) prior to the event, **EXCEPT** for Wedding Receptions where a minimum of 2 months is required to guarantee menu price of wedding reception. A 24-hour response is required for **ALL** events with less than 10 days lead time. Function rooms are assigned according to the anticipated guaranteed number of guests. *The hotel reserves the right to reassign rooms booked based on total commitments.*

Venue Access Time:

Access* to assigned function room is 2 hours prior to the scheduled time for which event is booked, unless otherwise negotiated with the hotel. Early access fee may apply. **For weddings**, where the access* time stated above is deemed inadequate, based on availability, a negotiated rate for early access can be discussed with the Sales & Reservations Dept. (**as defined in this document is time used for decoration and set-up*).

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Revised Nov 1, 2017 - NMG

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Deposit/Payment Policy:

A minimum deposit of JA\$25,000.00 or 20% of the estimated cost of an event, if less than minimum deposit stated, is required no later than 2 weeks from the date of your reservation. The balance is due seven (7) working days in advance of the respective function dates, except for Weddings (see payment schedule for weddings below). Payment can be made by credit/debit card, cash or manager's cheque (*non-negotiable where credit facility is not given*). For functions booked within five (5) working days or less of the actual function date, full payment is required within 24 hours of the tentative booking date. The hotel reserves the right to cancel the space booked without prior notice if deposit/details of event are not received within the stipulated/agreed period mentioned above. All reservations are considered tentative until complete fulfillment of payment terms detailed by the hotel.

Deposit/Payment Policy Cont'd:

For Weddings: Deposit of JA\$25,000.00 (non-refundable/non-transferrable) only guarantee your event space although forming a part of your overall payment. Please consult payment schedule below as it pertains to your reservation.

- 1st Payment:** JA\$25,000.00 and signed copy of this document (GPGA)
Due 2 weeks from the date of tentative reservation. Note the hotel reserves the right to cancel any reservation, without notification for which payment is not received within this period.
- 2nd Payment:** 20% of estimated charges supported by completed Wedding Form
Due maximum 2 months from 1st deposit date.
(Note: Any change in menu price during this period will not be applicable)
- 3rd Payment:** Up to 70% of estimated charges must be settled as detailed on your Banquet Event Order & Summary of Charges which must be signed.
(Your Banquet Event Order will be generated for your review & signature minimum 2 weeks from receipt date of completed Wedding Form).
Due maximum 2 ½ months from 2nd payment.
- Final Payment** Total of outstanding balance on charges as detailed in signed Banquet Event Order & Summary of Charges on file.
Due maximum 14 days (2 weeks) prior to event date.

Note if booking is made outside the terms of the above payment schedule, the Hotel reserves the right to stipulate the desired schedule of payment which will allow for the guarantee of your event.

Credit Accounts:

Only companies with established credit accounts will be allowed direct billing privileges for function charges. A 50% deposit supported by a purchase order is required once value of function is J\$50, 000 or more. A purchase order must be received prior to the event. If a company books a function five (5) working days or less to the actual function date a purchase order or full payment as stipulated must be received by the hotel within the next 24 hours of that tentative booking made.

Any balance on your account not being settled on that day, must be paid within the stipulated time of your invoice to avoid the possibility of interest charges being imposed as under on a monthly basis:

0-14 days = 0%
15-60 days = 5%
61-90 days = 7.5%
91 days & over = 10%

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Confirmation of Event(s): Guaranteed numbers (reduction or increase) are required at least 48 hours (2 business days) prior to the event date and must be received in writing within the specified time to the Sales Office by 5pm the day the changes are being sent. It is the minimum number of persons that will be catered to and charged for.

Expos / Large Events:

It is the responsibility of the customer to dispose of garbage brought onto the premises immediately after the function. In the event the hotel has to dispose of any garbage, a fee equivalent to 2% of the total revenue earned from the function will be charged and this cost will be added in the final fee.

Force Majeure:

The Knutsford Court Hotel shall not be held liable for failure to carry out arrangements as mentioned which are caused by industrial disputes, acts of God or any events beyond the control of the hotel. In such instances the hotel reserves the right to enforce the relevant penalties as outlined under the cancellation policy. Addendum - *The parties agree to use their reasonable efforts to informally and timely resolve any dispute concerning any matter related to the Agreement by presenting the dispute to senior representatives of each party for their discussion and possible resolution.*

Cancellation Policy:

If deposits/payments are not received by the specified review date, the booking may be subject to cancellation. Re-instatement of space will be made only upon receipt of payment and to the extent function space is available.

- Events cancelled thirty (30) days in advance will get a full refund of deposits paid, **EXCEPT** for Wedding Receptions (*Jan. 1 – Dec. 31*) and events booked within the Christmas season (*Dec. 5- Jan. 10*). Deposits on these events (currently JA\$25,000.00) are non-refundable and non-transferable.
- Events cancelled less than thirty (30) days in advance will attract a 20% cancellation fee, based on the total estimated charges.
- Events cancelled less than 72 hours in advance will attract a 40% cancellation fee, based on the total estimated charges.
- Events cancelled less than 24 hours will attract full payment based on total estimated charges.

All cancellations must be submitted in writing, supported by original receipts. Refunds will be made by cheque only.

Audio-visual aids:

The hotel provides a wide array of audio-visual aids. Please see costing attached. Selected audiovisual equipment is allowed and as such confirmation must be given by the Sales and Reservation Dept. For equipment not available in our inventory, the hotel must receive a complete list of **ALL** equipment to be brought into the hotel no later than 48 hours prior to the function. This will ensure that adequate power supplies etc. are available and where applicable additional charges applied. All equipment brought into the Hotel must be collected within 24 hours of completion of any event. The hotel will not be held liable for any equipment left on the property by organizers.

The customer shall be required to pay for the loss or damage of any equipment belonging to the hotel or to the contracted audio visual equipment company.

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Decoration:

The hotel offers basic decoration package for all events which can be further enhanced to tailor fit your personal preference. However, should you opt to use your own florist, please note that all arrangements must be verified with the hotel in order to ensure they are within the hotel's policies. Items shall not be left in storage overnight. Decorations, backdrops, banners etc. must be removed immediately after the function, failing which a storage charge will be applied. Items not claimed within 24 hours will be disposed of. Decorators must supply their own tools and equipment such as ladder, staple guns etc.

Photographers, Videographer and Musicians:

Our Sales & Reservations team would be delighted to assist you in providing referrals for the above services.

Linens, Cutlery and Crockery:

The hotel, at no additional cost, provides white tablecloths, napkins and cutlery. The hotel where possible will try to match the colour scheme with napkins; however there may be an additional charge for other colours. For outside catering there will be an additional charge for these items.

Beverage & Corkage:

The Knutsford Court Hotel, as a licensee, is responsible for the administration of the sale and service of alcoholic beverages in accordance with local liquor regulations. It is our policy therefore, that all liquor must be supplied by the hotel.

A corkage fee of **\$500.00** per bottle is applicable to guest who wish to bring wine/champagne only. The hotel does not allow hard liquor, soft drinks or beer to be brought into the hotel.

The customer shall be required to sign the Bar Consumption Sheet at the end of the function signifying agreement with the amount stated therein. Unsigned Bar Consumption Sheets are final upon presentation with the invoice.

Food and beverage services times must be guaranteed 24 hours prior to the function. Any delays incurred as a result of the planner's change on the day of the event are beyond the control and responsibility of the hotel.

Banner/Signs:

All banners/ signs etc. must be received at least 24 hours prior to the function. Special rails are installed to accommodate banners etc. Any mounting material to be used must be approved by the hotel catering team. Pins, tacks, nails, staples or two-sided tape are not permitted in the function areas. The hotel will assist where possible in providing the appropriate hooks and tape to hang/mount banners and signs. All banners/signs brought into the hotel must be collected within 24 hours of completion of any event. The hotel will not be held liable for any signs/banners left on the property by organizers. The hotel further reserves the right to discard such material in their possession in excess of forty-eight (48) hours after an event.

Additional Hours:

Our standard cut off time for events are 11pm. If contracted function time is exceeded or additional hours are requested a supplementary fee becomes applicable. No event is allowed to go beyond 2:00am.

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Wedding

A comprehensive wedding package is offered which includes complimentary suite for the bride and groom based on applicable wedding package taken. *Conditions apply**.

The hotel does not provide wedding cakes, but our catering staff can make recommendations on qualified bakers. You are also required to supply your own cake knife for cutting the wedding cake. The hotel will assist with the serving of the wedding cake as dessert however, a separate cake (pre-sliced) for the number of persons guaranteed must be provided 24 hours prior to the event date.

Boxing of Left-over Food:

Due to Health and Hygiene standards the hotel will not box any left-over food after a function. Clients are encouraged to ensure that the guaranteed numbers closely, if not exactly, reflect your expected number of attendees. Guaranteed numbers are required 48 hours prior to a function (*Sundays not included*). It is the minimum number that will be catered and charged for.

Additionally, please note in keeping with our hygiene standards the hotel disposes of any left-over food items.

Use of Hotel Marks/Trade name:

Permission must be first obtained from the Hotel's Management before use of the Hotel's Trade name or marks. The hotel cannot be listed as a sponsor unless there is a written sponsorship agreement in place signed by both parties. *Covering our brand name (Logo) is prohibited unless approved by the Hotel Manager.*

Liability/Insurance:

The hotel reserves the right to inspect and control all private functions. The hotel will not assume responsibility for the damage to, or loss of, any merchandise or articles left in the hotel (inclusive of meeting rooms) prior to, during or following on events. If valuable items must be left in any banquet area, it is recommended that a security guard(s) be retained through our Sales Department at the client's expense.

Though the hotel will take all necessary care, it cannot accept responsibility for loss or damage to the property of the client or the contractors. Therefore, the clients should arrange their own insurance. It is also the responsibility of the client to provide personal insurance to cover for their employees and contractors and invitees.

Contractors and Sub-contractors:

Contractors and sub-contractors appointed by the client or indeed by *The Knutsford Court Hotel* on behalf of the client, must at all times abide by the Hotel's regulations as outlined in all documentations and instruction given by the Hotel's management whilst on the premises. Clients are liable for any damage sustained to the Hotel's property, whether through their appointed contractors or sub-contractors.

Parking:

Parking is provided however, the hotel will not be held liable for any damage, lost or theft of property. Parking is at owner's risk. Reserved parking is on request and restricted to a maximum of five (5) spaces.

Security:

The hotel may require organizers to hire additional security for specific types of events. This includes but not limited to concerts, exhibitions and large conferences. For overnight set-ups, organizers will be required to pay for night security coverage. Only hotel recommended companies can be utilized.

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CONFIRMATION:

Please sign and return copy within 24 hours of your booking thereby indicating acceptance of these terms and conditions. Note the details of this document takes precedent over any verbal communication(s) with any representative of the Hotel. Any subsequent changes **MUST** be agreed upon in writing between Client and the Sales Representative in consultation with a Manager/Director.

The foregoing terms and conditions are hereby accepted.

Note failure to read and obtain clarification (prior to the signing this document) on any of the items detailed will not deter the hotel from enforcing the terms and conditions of same.

Client Name: _____

Company: _____

Client Signature: _____

Date: _____

Name of Event: _____

Date of Event: _____

Office Hours for Sales Dept.: Monday – Friday: 9:00am – 6:00pm
Saturday: 9:00am – 5:00pm
Sunday: CLOSED