



**Chateau Granville Hotel & Suites  
Conference Centre**

# Banquet Terms & Conditions



Burrard Room



Georgia Room



Granville Room



Oak Room

# Banquet Terms & Conditions

## FOOD & BEVERAGE POLICY

Only food and beverage provided by the Best Western Plus Chateau Granville Hotel & Suites & Conference Centre may be consumed on the premises. The only exception would be wedding and/or birthday cakes, which may be brought in with prior permission from the Catering Manager.

Menu selections should be finalized 7 days prior to the function. The Catering Manager would be pleased to customize a menu to suit your specific needs.

A bartender will be provided free of charge if beverage consumption exceeds \$250.00. If that amount is not realized, a \$150 bar tender fee will apply.

A 15% service charge and all applicable taxes will be applied to the final invoice.

## GUARANTEED NUMBERS

The guaranteed number is required 3 business days prior to your function. You will be billed the guaranteed number or the actual attendance, whichever is the larger. The hotel will prepare and set for 5% above the guaranteed number.

## FUNCTION ROOM RENTAL

Rental charges include set-up, use of space, service staff, normal clean up and standard equipment - Tables, linens, chairs, glasses, china, cutlery and water service.

Any room set-up changes within 48 hours of a function are subject to a labour charge fee of \$25 per hour.

We regret that the hotel cannot be responsible for items left at the hotel or in meeting rooms before, after or during the event.

## DAMAGES

The hotel does not permit nails, tacks, staples etc. to be used on the function room walls or ceilings. Masking tape is allowed with prior permission. Conveners accept all full responsibility for all persons attending and agree to be held liable for their actions.

## PAYMENT

An advance deposit of \$500.00 or a completed credit card authorization form is required upon receipt of a signed contract. Full payment is due when guaranteed numbers are submitted (72 hours prior to the event)

Applications for credit may be made through the hotel's accounting department and will be subject to approval pending references. Credit must be arranged 14 days prior to the group's arrival.

We are happy to accept cash, debit or credit card for payment and/or deposit of the event. If the convener has established credit with the hotel, our accounting office will bill at the completion of the event.

## PRICING

Current pricing is guaranteed for all functions held within 90 days of booking with a signed contract. The Catering department will be pleased to provide written quotations for future date

## CANCELLATION POL

## **ALTERNATE FUNCTION ROOMS**

We reserve the right to provide an alternate convention/banquet room best suited to the groups requirements. All groups affected shall be notified of any changes

## **COPYRIGHT**

The use of Best Western Plus Chateau Granville Hotel & Suites Conference Center name and/or logo must be approved by the facilities General Manager

## **DELIVERIES**

Fax copy of waybill detailing weights & number of shipped goods, to **Catering/Maintenance department**, prior to the arrival of all shipped goods

Without documentation, receiver has the right to refuse acceptance of shipped goods (waybill must include function name, function date and Hotel contact on each box)

All deliveries will be received in **Receiving Area** for the employee assigned for the Hotel

Receiver has the right to refuse any items shipped in excess of 50lbs and without proper unloading equipment (i.e. power tailgate, pallet movers)

## **RETURN OF GOODS**

All return shipping must be arranged by convener

Goods must be shipped within 24 hours of a conventions departure

## **LOSS AND DAMAGES**

- We will not be responsible for any loss or damage, however caused, to any but not limited to goods, materials, personal belongings and business equipment
- Personal effects must be removed from the banquet rooms at the end of each function
- Security of any item(s) (i.e. laptop computer) left unattended in the banquet room is the sole responsibility of the lessee. A private security firm can be contacted at an additional charge
- The convener will be held responsible for any damage caused to the facility by any persons attending their function
- Best Western Plus Chateau Granville Hotel & Suites Conference Center cannot be held responsible, for any "Act of God" incidents including but not limited to; earthquake, floods, power outages, fires, bomb threats, riots and strikes

## **NON-SMOKING**

Smoking is prohibited in all meeting rooms and within the facility

**GAMBLING**: Gambling is prohibited in all meeting rooms

## **TAXES AND GRATUITIES**

GST	5%	All Charges
PST	10%	All Liquor Charges
Gratuities	15%	Food & Beverage services