



General Policy Guideline Agreement (GPGA)

We are delighted that you are considering *The Courtleigh Hotel & Suites* 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

A wide selection of items on the menu are available for your perusal. Please note, however, that should you require additional items our Executive Chef will be 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 to your sales representative a minimum ten (10) days prior to your event date.

A 24-hour response is required for events with less than 10 days' lead time.

Buffet service is for a minimum of 30 persons. Buffet service below this number will attract a fee.

Cooked food items may not be brought into the allocated rooms for consumption.

- (a) Use of the hotel's cooking facilities is prohibited and only in rare circumstances will this be considered and this must be authorized but the Hotel Management.
- (b) In the event authorization is granted, the hotel will apply a surcharge for said usage and event organizers must agree and adhere to the hotel policies.

GCT (General Consumption Tax)

A 15% 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 Jamaican public holiday, a surcharge of 30% 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 the menu price for the 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 commitment.***

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 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 specified time.

Blocking of the fire/emergency exits or emergency signage is strictly prohibited.

Venue Access Time:

Access* to the assigned function room is two (2) hours prior to the scheduled time for which the event is booked, unless otherwise negotiated with the hotel. Early access fee may apply. **For events**, where the access* time stated above is deemed inadequate due to significant set-up requirements, 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*).

Initial:

General Policy Guideline Agreement (GPGA)

Deposit/Payment Policy:

A minimum deposit of **US\$200** or **20%** of the estimated cost of an event, if less than the minimum deposit stated, is required no later than 2 weeks from the date of your event. The balance is due ten (10) 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: A deposit of **US\$200** (non-refundable/non-transferable) is required to guarantee your event space. This will go towards your overall final payment. Please consult your payment schedule below as it pertains to your reservation.

- 1st Payment:** **US\$200** 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 your event to be guaranteed.

Basic Décor Package: in cases where a basic décor package is included in the pricing, please note this covers the use of fully occupied 8 or 10-seater tables only. Additional cost will be added for décor if the table seating differs.

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 the value of function is US\$350.00 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 prior to the event date 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%

Initial:



General Policy Guideline Agreement (GPGA)

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 on the day the changes are being sent. This 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 to the final fee.

Ballroom/Auditorium Entrance guidelines/restrictions:

The entrance to the ballroom/auditorium can be used once the client pays for a security guard to monitor the door. Any décor/trussing on the outside of this entrance must not be any higher than 6 ½ feet. Nothing should be nailed or taped/affixed to the walls or columns. Porte Cache/Sidewalk: If permission is granted for a car to be displayed, the car must be on protective matting put in place by the booker/car company.

All décor plans must be shared with your Sales Agent before confirmation with the décor company.

Any damage to this entrance area will result in a charge to the booker equivalent to the cost to repair the damage.

Force Majeure:

The Courtleigh Hotel & Suites 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 **US\$200**) 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 the cost 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 72 hours prior to the function. This will ensure that adequate power supplies etc. are available and where applicable additional charges will be 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.

Pyrotechnics and Special Effects:

Please note that the use of fog machines is strictly prohibited in any of our meeting rooms/Auditorium. The use of any pyrotechnics or other special effects **MUST** receive the prior written approval of the property. Organizers must provide detailed information on any set-ups, including pyrotechnics and/or special efforts at least fourteen (14) days in advance of the proposed event. Third party service providers must provide proof of permits and ensure emergency personnel and equipment are in place throughout the event.

Initial:



THE
COURTLEIGH
HOTEL & SUITES
NEW KINGSTON, JAMAICA

General Policy Guideline Agreement (GPGA)

Decoration:

The hotel offers basic decoration packages for weddings, lunch or dinner events which can be further enhanced to tailor fit your personal preference. However, should you opt to use your own florist/decorator, please note that all arrangements must be verified with the hotel to ensure they are within the hotel's policies and must adhere to the hotel's Decorator Policy Guidelines. Please note the event organizers will be held responsible for any actions of the third-party service providers contracted on your behalf to execute your event.

Photographers, Videographer, Bands and Musicians:

Our Sales & Reservations team would be delighted to assist you in providing referrals for the above services. Please note that these third-party service providers must also adhere to the hotel policies regarding set-up, use of facilities and conduct of their person/personnel. Event organizers must provide full contact details for all service providers. Please note

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.

Beverage & Corkage:

The Courtleigh Hotel & Suites, 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 **US\$4** per bottle is applicable if you wish to bring wine/champagne only. The hotel does not allow hard liquor, soft drinks or beer to be brought into the hotel.

Service Time:

Food and beverage services times must be guaranteed 24 hours prior to the function. Any delays incurred because 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 seven (7) days after an event.

Additional Hours:

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.

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 (*Saturday and Sunday 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.

Initial:

General Policy Guideline Agreement (GPGA)

Use of Hotel Logo, Trademarks/Trade name:

Permission must be first obtained from the Hotel’s Management before use of the Hotel’s Trade name, logo or marks. The hotel cannot be listed as a sponsor unless there is a written sponsorship agreement in place signed by both parties. All artwork for your event, that includes the hotel logo, and trademarks must be approved by the hotel prior to distribution. ***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 (including meeting rooms) prior to, during or following 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 any third-party 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 their contractors.

Contractors and Sub-contractors:

Contractors and sub-contractors appointed by the client or indeed by ***The Courtleigh Hotel & Suites*** on behalf of the client, must always 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 their appointed sub-contractors.

Load-in and Load-out:

All events must follow the hotels personnel and security regarding load-in and load-out procedures. Access to specific meeting/function space may require use of internal service elevators and/or internal service corridors. Contractors, sub-contractors will be required to provide their identification to access/use service elevators/corridors. Identification will be returned on completion of the load-in and load-out procedure. The hotel reserves the right to prevent any access and/or use of elevators if the use is deemed risky or potentially harmful. Please note that hotel designated security personnel are required to inspect any and all equipment entering and/or leaving the property.

Parking:

Parking is provided however, the hotel will not be held liable for any damage, loss or theft of vehicles and/or its contents. 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 is not limited to concerts, exhibitions and large conferences. For overnight set-ups, organizers will be required to pay for night security coverage. Recommended Security Companies are Marksman or Mckay

CONFIRMATION: Please sign and return a copy within 24 hours of your booking thereby indicating acceptance of these terms and conditions. Note the details of this document take 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 or the Banquet Event Order (BEO) on any of the items detailed will not deter the hotel from enforcing the terms and conditions of same.**

Client Full Name: _____ Company/Group: _____

Client/Representative Signature: _____ Date: _____

Name of Event: _____ Date of Event: _____

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

Revised Mar. 20, 2025 - NMG