



CATERING REQUIREMENTS & EXPECTATIONS

We thank you for choosing the International Hotel Suites Calgary to host your special function. In order to ensure a successful event, allow us to provide you with the following information:

Gratuities and GST

All food and beverage prices are subject to 18% service gratuity charges. All charges are subject to 5% GST.

Food and Beverage

The International Hotel will be the sole supplier of all food and beverage for any event. The only exception is Wedding Cakes. Due to Health and Safety regulations, The International Hotel prohibits guests from removing and food or beverage items from the hotel.

Menu Selections

A final menu selection must be submitted to the Catering Department no less than two (2) weeks prior to the event to ensure the availability of the desired menu. Should any guests suffer from food allergy or dietary restrictions, please contact the Catering Department, our Chef will be pleased to provide an alternate selection.

Guaranteed Number of Guests

A guaranteed number of guests attending the function must be submitted to the Catering Department no later than 12:00pm three (3) business days prior to the event. Should no guarantee be received, the Hotel will prepare and charge for the original number booked. Billing will be based on the guaranteed number, or actual attendance, whichever is greater.

Non Smoking Bylaw

In accordance to the City of Calgary Bylaw #57M92, all public areas, restaurants and function spaces shall be deemed non smoking.

Deposit and Payment

In order to hold a space on a definite basis, a signed contract is required along with a \$500.00 deposit. A credit card number is required for our files at the time of deposit. The final payment of 100% of the estimated total revenue is required 10 business days prior to the function. If there is a balance owing, it will be applied to the credit card on file.

Minimum Revenue

All functions that take place on a Friday, and/or Saturday evening have a minimum revenue requirement, minimum food and beverage revenue is based on pre-gratuity and tax.

| Room | Minimum Revenue | Room Rental |
|-------------------------------|------------------------|--------------------|
| Riverview Room | \$3,000.00 | N/A |
| Sovereign Suite | \$2,500.00 | N/A |
| Social Room | \$2,000.00 | N/A |
| Entire 35 th Floor | \$4,000.00 | N/A |



INTERNATIONAL HOTEL
S U I T E S C A L G A R Y

Cancellation

Cancellation of a confirmed booking will be subject to the following penalties: more than thirty (30) days – no penalty; less than thirty (30) days but more than two (2) weeks – room rental will be charged; less than two (2) weeks but more than forty-eight (48) hours – room rental plus 50% of food and beverage will be charged; less than 48 hours – room rental plus 100% of food and beverage will be charged.

Room Changes

The International Hotel reserves the right to substitute a comparable function room within the hotel. If for any reason the International Hotel is unable to perform the service as set out in the function contract due to unforeseeable circumstances, we reserve the right to contact the convenor and make alternate arrangements. Room changes and/or set up changes requested by the client on the day of the function may be subject to a labour charge, which will be added to the final bill.

Liquor Service

Provincial Liquor Laws do not permit the service of alcoholic beverages prior to 10:00am and after 1:59am Monday to Saturday, and 12:00am (midnight) until 12:00pm (noon) Sundays and Holidays.

Loss and Damages

The hotel is not responsible for the loss or damage of any articles left by the customer or their guests in the hotel prior to, during, or following any function. The customer is responsible and shall reimburse the hotel for any damage, loss or liability incurred in the hotel by any of the customers' guests or any persons or organizations contracted by the customer to provide any goods before, during or following any function.

Decorations

All items and signage used for an event must be approved by the hotel. The hotel does not allow the use of confetti, glitter or sparklers. No candles or open flames may be used due to a potential fire hazard. No tape (except masking tape), thumbtacks, nails or screws may be used on any walls or ceilings.

Audio Visual Equipment

Audio Visual Equipment, racks, spotlights etc are available through our house suppliers. Current rental charges will be posted to the final bill.

Shipping and Storage

Due to limited storage space and to ensure proper acceptance of all items, the Sales/Catering department must be notified in advance of any materials being sent to the hotel. All items must be clearly labelled. Customized labels are available, please contact the Sales Department to have them e mailed to you. The hotel does not accept liability for any loss or damage to goods stored before, during, or following any function. If storing any goods, a waiver must be signed by the customer. The hotel is pleased to arrange shipping on your behalf, please be advised that a nominal fee will be applied for this service.



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S U I T E S C A L G A R Y

Function Times

Space for the event is booked only for the times indicated on the contract. Should set up and dismantle time be required, please notify us at time of booking.

SOCAN

All musical entertainment is subject to a music royalty fee of \$59.17 which will be applied to the final bill. The fee is then paid to SOCAN (Society of Composers, Authors and Music Publishers of Canada).

Contract Confirmation

To ensure that all arrangements stated are agreed upon, we ask that the customer sign a copy of the contract and return it to the Catering Department. If no signed contract has been received by the date indicated, neither party is required to fulfill the agreement therein.

Additional Service Fees

Any equipment rentals from outside the hotel, brought into the hotel for any function will be subject to a 15% service fee. This fee will cover labour charges required for set up, tear down, and transportation if applicable.

Special Services

Our Sales and Catering Department has a wealth of information and contact to help make your event a success. If you need assistance in finding special talent, DJ's, décor, etc, please contact our Sales or Catering Department.

CONTACT INFORMATION

Sales Department
Phone: 403-290-7884
Fax: 403-290-7885
Email: contactus@internationalhotel.ca

Catering Department
Phone: 403-290-7851
Fax: 403-290-7885
Email: catering@internationalhotel.ca

