



## 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 catering information:

### **Gratuities & GST**

All food and beverage prices are subject to 18% service gratuity charges. All charges subject to 6% G.S.T.

### **Food and Beverage**

Due to Health & Safety Regulations, the International Hotel will be the sole supplier of all food and beverage for function/banquet event. The Only Exception to this is Wedding Cakes.

### **Menu Selection**

A final menu selection must be submitted two (2) weeks prior to the function to ensure the availability of the desired menu. A la carte service is not available through catering and only one menu can be selected for the function. Special consideration will be given to guests with dietary and allergy requirements with advance notice.

### **Guaranteed Number of Guests**

The Catering Office must be notified of the guaranteed number of guests attending the function(s) no later than 12:00 noon, 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 space is deemed non smoking.

### **Payment**

A credit card or 50% pre payment will be required when booking is made, unless prior arrangements have been made for billing. When billing privileges are requested a credit application must be completed, and approved by our Credit Department at least thirty (30) days prior to the event. Full Payment is due 48 hours prior to event.

### **Cancellation**

Cancellation of a confirmed reservation less than two (2) weeks prior to the date of function, will incur a cancellation charge. The cancellation charge would consist of room rental, and 50% of the estimated food and beverage as order. Cancellation of 48 hours notice or less will be charged a cancellation fee equal to the room rental and all food and beverage ordered.

### **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 convener 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 function bill.

### **Liquor Service**

Provincial liquor laws do not permit service of alcoholic beverages prior to 10:00am and after 1:59am, Monday to Saturday, 12:00 noon to 12:00 midnight Sundays and Holidays.

### **Loss and Damages**

The hotel is not responsible for damages to the loss 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 by the Hotel by any of the customer's guests or any persons or organizations contracted by the customer to provide any service or goods before, during and after the function.

**Audio Visual Equipment**

Audiovisual equipment, racks, spotlights etc are available through our house suppliers. Current rental charges will be posted to the customers account for these items.

**Shipping and Storage**

Due to limited storage space, and to ensure proper acceptance of the items, the Sales/Catering Department must be notified in advance of materials being sent to the hotel. All items require to be clearly labeled. Customized labels are available. Please contact the Sales Coordinator to have them emailed to you. The Hotel does not accept liability for any loss or damage to goods stored prior to arrival, during or after the event. If storing any goods, a waiver will be required to be signed by the customer. The hotel is pleased to arrange shipping on your behalf. Please be advised than a nominal fee will be applied.

**Function Times**

Space for the event is booked only for the times indicated. 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 \$57.55 (with dance), and \$28.75 (without dance), which the hotel applies to the final bill, and pays to SOCAN (Society of Composers, Authors & Music Publisher's 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 to the Catering Office. If no signed copy of the contract is received by the Sales office on 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 service fee will cover any labor charges required for set up, take down and ready-for transport.

**Special Services**

Our Sales & Catering Department has a wealth of information and contacts to help make your event a success. If you need assistance in finding special talent, DJ's, or Event Management Companies, please contact the Sales Coordinator.