



MEETING & EVENT POLICIES

1. The hotel reserves the right to require a security and/or cleaning deposit at the time of booking. Said deposit will be applied to balance due after the event concludes if no damage or excessive cleaning is performed.
2. The use of glitter, confetti, smoke machines and aerosol foam string is prohibited. If this policy is violated, a minimum cleanup fee of \$200 will be added to the final bill.
3. Banquet room doors may never be locked for any reason due to fire codes.
4. The hotel is not responsible for damage or loss of any merchandise, articles and personal belongings prior to, during or following the function.
5. The hotel does not accept responsibility for the security of gifts or card boxes prior to, during or following the social function. It is the group's responsibility to secure all gifts and cards received prior to dinner.
6. No signs or banners may be hung or displayed in any public areas of the hotel other than those associated with the pre-approved exhibit display registration desk or theme party. All signage requests must be approved in advance and applied by the hotel's staff. The group shall be responsible for the return, in good operating condition, of any mechanical equipment and furnishings provided by the hotel and used by the group during its function(s).
7. DJ service and bands are required to end their music promptly by midnight. Power requirements for the band/disc jockey must be communicated to the hotel for approval at least two weeks prior to event. Volume must be kept at an appropriate level. Hotel management reserves the right to control the volume levels at any point during the function when it is deemed necessary and when the levels are exceeding the point where it compromises the comfort of patrons.
8. Bar services will end promptly by midnight. The bartender will give last call for alcoholic beverages thirty (30) minutes before the scheduled bar end time. Function rooms must be vacated by 12:30 a.m. The hotel's management reserves the right to refuse service of alcoholic beverages to any guest.
9. The hotel staffs one bartender for every 75 guests. A bartending fee of \$55 per bartender will apply to cash bars, to bars requested for groups of less than 75 people, and if additional staffing is requested. This fee is waived when choosing a hotel wedding package.
10. Any deliveries or outside setup activities must be confirmed through the sales office.
11. The hotel reserves the right to inspect and control all private parties, meetings, receptions, etc. being held on the premises. ALL food and beverage requirements for any event must be supplied by the hotel pursuant to a separate Banquet Event Order, with the exception of special cakes that must come from a licensed food dealer.
12. Due to strict Health Department codes, no food or beverage may be removed from the premises, with the exception of any special cakes brought in by a licensed food dealer.
13. The hotel will not accept any responsibility for special cakes or decorations brought into the hotel. Cake cutting will be provided for a fee of \$1.50 per person. Cakes must be set up by the bakery preparing the cake. This fee is waived when choosing a hotel wedding package.
14. All food and beverage prices are subject to change. Menus and pricing can be confirmed 45 days prior to your event by way of a signed Banquet Event Order. Menu pricing does not include applicable taxes or service charges.
15. Menu selections must be confirmed no later than two weeks (14 days) prior to the event date.
16. One entrée selection on all banquet menus is recommended. Exceptions can be made for dietary or religious restrictions. If more than one entrée is selected there will be an additional charge per guaranteed person as follows: 2 entrées, plus \$1; 3 entrées, plus \$2.
17. The hotel reserves the right to substitute an entrée of equal value if the guarantee increases. All charges will be based upon the guarantee or the actual number of guests, whichever is greater.



18. Confirmation on the guaranteed number of guests for attendance and each entrée served for meal functions must be made by 10 a.m., five (5) business days in advance of the scheduled function. Once this number is quoted the Group will be charged for the guarantee number of guests even if fewer attend, or the group cancels after that time. Should the group provide any higher subsequent guarantee to the hotel, the group will be charged the higher number since food has been purchased for the higher number. If no guarantee number is received, the estimated attendance number provided on the Banquet Event Order or Function Agreement will set as the guarantee and will be charged accordingly.

19. The hotel reserves the right to reassign function rooms according to the fluctuation of attendance or other changes. All room setup details must be given to the hotel within five (5) business days of the scheduled function. Any changes in the room setup within twenty four (24) hours of the event are subject to a \$75 labor charge.

20. Customized floor plans or diagrams must be submitted for the hotel's approval no less than five (5) business days prior to the event, if applicable.

21. For assigned seating, the table assignments and coded name cards must be submitted at the time of your guarantee. Any changes made within 72 hours prior to your event must be discussed directly with your event planner or a member of the hotel's management staff. Voice messages or e-mail messages will not be accepted unless a reply is sent back confirming the changes.

22. All prices are subject to a 20% service charge and applicable Wisconsin state and Waukesha county sales tax. Groups requesting sales tax exception must submit their Wisconsin tax exemption certificate at least five business days prior to the scheduled function in order to be approved for exemption status. All federal, state, and local law as regarding food and beverage purchases and consumption shall be strictly adhered to.

23. Deposits are required for all social functions. Payment is required in advance of the function as follows:

a. A deposit of amount according to schedule on Function Agreement or Banquet Event Order.

b. Final payment for the function is due five (5) business days before the event by cash, credit card, certified bank check or cashier's check.

24. In the event of a cancellation, the hotel must be notified in writing. All deposits and payments are forfeited unless the hotel is able to rebook the cancelled date with an event of comparable value. In the case of rebooking, the hotel will refund the deposit and payments made. Any cancellation for the sole purpose of utilizing another hotel/venue will result in one-hundred percent (100%) of anticipated food, beverage, function space and guest rooms revenue without respect to date of cancellation.

25. All corporate groups approved for direct billing will agree to payment terms of 30 days. A finance charge of 1½% per month (18% annual) will be applied to the unpaid balance after 30 days, if The Group was approved for direct billing status. If a corporate event cancels, refer to specific terms on the signed Agreement.

26. The hotel's sales staff will gladly arrange for audiovisual equipment, special linens, flowers and other specialty items required to make The Group's function memorable and successful for an additional charge. To ensure all items will be available and can be delivered on time for The Group's function, all requests must be placed no less than two (2) weeks prior to your scheduled event. The hotel will not accept responsibility for storing items brought into the hotel overnight. 27. All hospitality functions in hotel suites must conclude by 10:00 p.m. and must be conducted in a manner that will not disturb other guests. Hotel policy requires that all food and beverage consumed in the hospitality suites be purchased from the hotel.

28. Any telephone calls made from the meeting rooms will be charged to your account.

29. The hotel is not responsible for lost or stolen items.

30. Valet parking is available at a fee.