



Banquet & Catering Policies

I. FOOD

All food items must be supplied and prepared by the hotel and may not be removed from the premises, even if there is food left over from the event. It is a violation of the Health Code for leftover banquet food to be removed from the event facilities by guests.

Outside food is prohibited in banquet facilities. The sole exception to this is the specialty cake. Wedding and specialty cakes may be provided by a non-hotel source with prior approval. The hotel will not be responsible for set up or maintenance of specialty cakes.

All food, beverages, room rental and services are subject to the customary 20% Service Charge and applicable State Sales Tax.

Menu selections are due 30 days prior to the arrival date. Menus can be customized to suit your needs.

If menu selections are not provided to the catering department by the designated due date, a selection will be assigned by the hotel catering department to the event. Menu prices will be confirmed 90 days prior to your event date, as published menu pricing is subject to change.

I. BEVERAGE

The Hawthorne Inn is responsible for the administration of the sale and service of all alcoholic beverages in accordance with the North Carolina State Legislative Commission's regulations. It is our policy that all alcoholic beverages be supplied and served by the hotel. Bartender fees are \$20.00 per hour, per bartender. Proper identification will be required for all guests that consume alcohol. It is not permitted to bring in alcohol of any kind that has not been purchased by the hotel. All beverage items are subject to the customary 20% Service Charge and applicable State Sales Tax.

2. GUARANTEE POLICY

For all functions, the hotel must have a specified attendance five (5) business days prior to the event. This number will be considered a guarantee, not subject to reduction, and charges will be made accordingly. We will charge for the guarantee or the number served, whichever is greater. If no guarantee is received by this office in the time required, we will consider the number of guests initially indicated on the banquet event order as the guarantee. The hotel cannot be responsible for service of more than five percent over the guarantee.

3. ROOM AND RENTAL

Function rooms are assigned according to the anticipated number of guests. If there are fluctuations in the number of attendees, or should more appropriate space become available, the hotel reserves the right to accordingly reassign the banquet function room. The client will begin the function at designated time per the banquet event contract and agrees to have guests vacate the assigned areas at the closing time indicated per this contract. Failure to comply with these times will be subject to additional labor and/or rental charges. Additional rental may apply if group attendance falls below the estimated attendance at the time of booking and/or if the food and beverage minimum is not met. Any extended usage is subject to availability.

4. BILLING

Direct Billing: The direct billing option is available for organizations and groups who have the appropriate references and documentation. A direct billing application must be completed and be received no later than 30 days prior to your event. Direct billing applications are subject to the approval of our accounting department. Social events are not eligible for direct billing.

Non-Direct Billing: All non-direct billing accounts require a valid credit card and deposit at time of contract. The card will be pre-authorized at least 4 days in advance of the event as a guarantee of payment and to cover any additional expenses that may arise during the event. If there are no additional charges the authorization hold will be released and the card will not be charged. However, any outstanding balance that remains on the first business day following the event will be charged to the credit card on file.

For social events, 50% of the final estimated bill will be due 30 days prior to the event. The remaining balance must be

paid no less than 5 business days in advance with your final guarantee, unless previous billing arrangements have been approved.

For all non-direct bill events, full payment is required five (5) business days before the event to avoid cancellation of the event.

5. CONTRACT CANCELLATION

Contract cancellation requirements are outlined in each individual contract. Please refer to your contract for your cancellation timeline. Cancellation of an event must be made verbally and in writing to either the Catering Sales Manager or Conference Services Manager. All deposits are non-refundable.

6. INCLEMENT WEATHER CANCELLATION

In the case of severe inclement weather, an event may be rescheduled. The event must be rescheduled to take place within 30 days of the original event date. Event must be cancelled at least **5 hours prior to event start time**. If it is not, 100% of the estimated total will be due to the hotel.

7. LIABILITY

The Hawthorne reserves the right to inspect and control all private functions. Liability for damage to the premises will be charged accordingly. You will be responsible for any damages to any part of the hotel during the time period for your event and for any persons under your control or contractors hired for the event. Loud, lewd or vulgar behavior is not permitted. The hotel may require the client to contract additional security at their expense if management deems it necessary.

The Hawthorne Inn reserves the right to cancel any function, at any time, if management determines that there has been any misrepresentation in the booking. Examples of misrepresentation include, **but are not limited to**, falsifying or intentionally under/overestimating the attendance numbers for an event, nondisclosure of pertinent event details, and failure to accurately indicate the type of event being held. In the event a function is cancelled due to misrepresentation, the client forfeits all deposits and will be charged for the total estimated revenue of the event, plus any other related expenses incurred by the hotel.

Patrons are fully responsible for any injury to any and all guests attending a contracted function as well as vendors contracted by the patron except those caused by negligence of The Hawthorne Inn.

The hotel cannot assume responsibility for personal property and equipment brought on the premises as well as equipment, materials or personal property left in the hotel prior to, during, or following any function.

8. DECORATIONS

The hotel will not permit the affixing of anything to the walls, floor or ceiling with push pins, nails, staples, tape, or other substance unless approved by the Catering Department. Pre-approved hanging/display methods include all 3M Command quick-release adhesive products.

All decorations must be pre-approved by the Catering office. Prohibited decorations include candles with open flame, confetti, bird seed, rice, glitter and any other decoration that cannot be removed in full by the client at the end of the event. All client decorations must be removed by client within one hour of the event end time. Any remaining decorations or packaging/waste left in meeting facilities or not discarded will incur a cleanup fee not to exceed \$300, plus service charge and sales tax. Linen color will depend upon availability.

9. STORAGE AND OTHER CHARGES

A labor charge will be assessed for unloading vehicles and moving items to storage and meeting rooms. On-site storage facilities are limited. Materials should not be delivered to the hotel earlier than three days prior to the function date. Advance notice is required for large quantities of materials being delivered or any items weighing over 100 pounds total weight. A storage fee will be assessed based on quantity of item and length of storage. More than three boxes, and/or delivery more than 3 days prior to event will each incur a charge of \$5.00 per box, per day. Items being sent to the hotel for events must have the contact name, name and date of event clearly labeled.

We are happy to assist you with your copying and faxing needs. Please note the following associated charges:

Copies 10¢ per page

Fax \$3.00 for up to 5 pages; \$1.00 for each additional page

International Fax \$10.00 for up to 5 pages; \$1.00 for each additional page

For social events, the hotel staff is happy to assist with certain preparations, including placing pre-assembled favors at each table setting and lighting candles. Services not provided by the hotel include: installing chair covers, assembling and/or placing centerpieces provided by the guest, and arranging and/or distributing place cards. In certain circumstances, the catering staff may agree to provide one or more of these services at an additional cost.

There is a charge of \$25 per exhibit table, per day. This fee includes a 6 ft table, tablecloth and 2 chairs. The tables can be skirted for an additional \$10 per table per day.

10. STATE TAX

Please note that the State Sales Tax is calculated on the total charges incurred, including the banquet service charge and room rental. State law requires this because it is a service charge and not a gratuity. State taxes subject to charge without notice.

11. MEAL TIMES

Meal service must be scheduled prior to 2:00p.m. to be considered a lunch event. If the client delays an event for more than 30 minutes past the contracted start time or meal service time, the hotel will not be responsible for the quality of the food or preparing additional food replacement. Buffets service will end at the original contracted meal period end of service time. The client will be responsible for additional labor associated with the delay and overtime on banquet servers will be charged if the function has gone over the contracted time.

12. FUNCTION SET-UP

Rooms will be set according to the instructions on the signed Banquet Event Order. Meeting room set-up requirements must be finalized 48 hours prior to scheduled time of the function. Any changes after this time will be assessed a fee based on the extent of the set up change and the labor required. The hotel also reserves the right to charge a service fee for any changes made to the meeting room during the course of the event. Social events on Saturday and Sunday will be set two hours prior to the event start time.

Any music or other audio visual equipment being provided by the client or an outside vendor must arrive 2 hours in advance of the event to begin set up. A sound check should be performed on all audio equipment at least one hour prior to the event start time. The person who conducts the sound check will be asked to sign a Sound Check Confirmation form, which is the hotel's documentation that the person has set up and properly checked his/her equipment, and that the equipment is ready for the event.

13. ONLINE AND/OR PRINTED ADVERTISEMENTS

Any online or printed advertisement of the hotel must be approved by The Hawthorne Inn. Please email link for proofing to Marie Eagle at meagle@wakehealth.edu.

The Hawthorne Inn reserves the right to modify these policies as needed and required by the demands of day to day business without prior notice.

I understand and agree to the above policies:

Signature of Client or responsible party

Date

Event Name

Date of Arrival

On-site Contact

Contact Phone Number for During the Event