



Banquet Policies

- 1) All banquet reservations must be made at least 14 days before event date. In order to confirm your reservation for the function, a signed Banquet Event Order will be required at least two weeks prior to function.
- 2) The guarantee number must be finalized by the customer by 12:00 PM at least 3 days prior to the function. Functions on Sundays or Mondays require final guarantees by Wednesday. Tuesday functions require the guarantee on the Friday before the function. If the guarantee has not been received by the required day, the casino will use the original guaranteed number and the customer will be charged accordingly.
- 3) All food and beverage will be subject to a 18% service charge.
- 4) No food or beverage of any kind will be permitted to be brought into the Banquet Room by the customer, or any of the customer's guests, unless it is otherwise approved by management.
- 5) In compliance with health regulations, no food can be removed from the Banquet Room. Be aware that removing food from the banquet room puts you at risk for foodborne illness. Grand River Casino does not assume any responsibility for food items removed from any event.
- 6) In the event of an increase of commodity prices or labor costs to the Casino, the quotations of prices are subject to change. Grand River Casino will guarantee all food, beverage and miscellaneous prices sixty days prior to your function.
- 7) Grand River Casino reserves the right to assign another room for the customer's function. Room assignment will be confirmed at the time the customer gives the final guarantee.
- 8) Special electrical and communication needs should be arranged through the Banquet Department. Charges will be based on labor involved, required equipment, energy consumption or telephone usage.
- 9) The Casino does not assume or accept any responsibility for damage to or loss of any merchandise or articles left in the function rooms prior to, during or following the customer's function.
- 10) Packages sent to Grand River Casino for Customer's function cannot be received any earlier than two working days prior to the function. In the event packages arrive, packages should be marked with the Customer's name, name of the group and the date of the meeting. Any remaining materials cannot be left at the casino beyond the last day of the customer's function. Large shipments will require other storage arrangements.

- 11) In the event of customer cancellation, the following policies will be adhered to:
Cancellation at least four days before the event will result in a full refund.
Cancellation within three business days to 24 hours of function date will result in a charge equal to 50% of projected food, beverage and room rental revenue.
Same-day cancellation will result in a total charge equal to 100% of all guarantees.
- 12) In the event of a customer postponement, the following policies will be adhered to:
Postponement at least two days before the event will result in no additional fees.
Postponement within one day of the event will result in a charge equal to 50% of projected food revenue. Same-day postponement will result in a total charge equal to 100% of projected food revenue.
- 13) A deposit may be required to reserve your function. The deposit will be used toward your total bill and is refundable at the same rate as the aforementioned cancellation policies.
- 14) All charges are to be paid in full two business days prior to the event unless prior billing arrangements have been approved.
- 15) The customer agrees to assume responsibility for any incidental damages to the event room or any other part of the Lodge incurred by the customer or customer's guests.
- 16) Any printed programs, promotional materials, display materials and decoration with respect to the event shall be subject to Grand River Casino and Resort's approval prior to production and setup. Grand River Casino and Resort reserves the right to control all sounds and lighting with respect to entertainment at its sole discretion.
- 17) Customer agrees to begin function promptly at the scheduled time and to have his/her guests, invitees and other agents vacate the designated reserved spaces at the vacate hour, as indicated on signed Banquet Event Order.
- 18) If for any reason beyond its control including, but not limited to inclement weather, strikes, labor disputes, accidents, restrictions of regulations on travel, lodge operation commodities or supplies, acts of war or acts of God, Grand River Casino & Resort is unable to perform its obligations under the agreement, such nonperformance will be excused and Grand River Casino and Resort may terminate the agreement without further liability of any nature upon return of the customer's deposit. In no event should Grand River Casino and Resort be liable for consequential damages of any nature for any reason whatsoever. Furthermore, if for any reason, the space reserved on the Banquet Event Order is not available for the event, Grand River Casino and Resort may substitute another space of similar or comparable quality and customer agrees to accept such substitution. In any event, Grand River Casino and Resort shall not be liable beyond the amount paid for the use of the rooms reserved.

Customer Initial _____