



Banquet Policies

- 1) *The guarantee number must be communicated by the customer to the Catering Department by 12:00 pm two days prior to the function. Functions on Saturdays, Sundays, or Mondays all require final guarantee on Friday. If the guarantee has not been received by the Catering Department, the Casino will use the original guaranteed number and the Customer will be charged accordingly.*
- 2) *All food and beverages will be subject to a 15% service charge.*
- 3) *NO outside food or beverages of any kind will be permitted to be brought into the Banquet Facility by the customer or any of the customer's guests.*
- 4) *In compliance with health regulations, no food or beverages can be removed from the Banquet Facility.*
- 5) *In the event of an increase of commodity prices or labor costs to the Casino the quotations of prices are subject to change. The Casino will guarantee all food, beverages and miscellaneous prices 60 days to your function.*
- 6) *Grand River Casino and Resort reserves the right to assign another room for the customer's function in the event the room originally designated for such functions shall be unavailable or inappropriate in the casino's sole opinion. Room assignments can be confirmed at the time the customer gives the final guarantee.*
- 7) *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.*
- 8) *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.*
- 9) *Packages sent to the Casino for the customer's function cannot be received any earlier than two working days prior to the function. In the event packages arrive earlier, the Casino reserves the right to refuse delivery based on storage limitations. Packages should be marked with the customer's name, name of the group and the date of the meeting. The remaining material and package cannot be left at the Casino beyond the last day of the Customer's function. Large shipments will require other storage arrangements.*

- 10) *In the event of customer cancellation and/or postponement, the following policies will be adhered to: Cancellation within 3 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.*
- 11) *All charges are to be paid in full 2 business days prior to the function of upon checkout for registered guests, unless prior billing arrangements have been approved.*
- 12) *A deposit may be required in order to hold space for your function. The deposit also may be refundable if your function is cancelled.*
- 13) *In order to confirm your reservation for the function a signed Banquet Event Order (BEO) will be required at least one week prior to function.*
- 14) *The customer will agree to be responsible for any damages done to the function room or any other part of the Lodge by the customer or the customer's guests.*
- 15) *Client agrees to begin function promptly at the scheduled time and to have his/her guests, invitees and/or other agents vacate the facility at the designated vacate hour, as indicated on the Banquet Event Order.*
- 16) *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 the Grand River Casino & Resort may terminate the agreement without further liability of any nature upon return of the client's deposit. In no event shall Grand River Casino & 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 & Resort may substitute another space of similar or comparable quality and the client agrees to substitution. Grand River Casino & Resort shall not be liable beyond the amount paid for the use of the rooms reserved.*

Please Initial and return to the Banquet Coordinator _____