

What is a “Food and Beverage Minimum” and what is included?

A Food and Beverage (F/B) minimum is the required spend on food and beverage for your event (excluding Tax, 17% Gratuity, 3% Event Ops Fee). The F/B Minimum + Tax, 17% Gratuity, 3% Event Ops Fee must be pre-paid. The F/B Minimum includes the following:

- Buffet Service for groups with 25+ guests (plates, utensils, set-up and breakdown of chafing dishes, platters, beverage station/service)
- Custom Pre-Fixed Menus available for groups with 24 or less guests
- Dedicated Service Staff for Semi-Private and Private Events
- Full Set-Up & Break-Down
- 30-60 minutes before event start time for decor and personal items set-up and 15-30 minutes post-event for breakdown and clean-up
- A/V Amenities for applicable locations

How do I use my F/B Minimum when planning my event offerings? Can I use my F/B Minimum for Bar Offerings (alcohol beverages)?

The F/B Minimum can be used for Food Offerings only, Bar Offerings only or a combination of both. The F/B Minimum is applied to the Food Offerings FIRST, with the remaining balance of the F/B Minimum applied as a “Starting Bar Tab”. If the F/B Minimum is reached with Food Offerings only, the Event Host can opt for a No Host Bar. For a Hosted Bar, the Event Host will set a Max Bar Spend and Max Price per drink. All Bar Offerings will be charged based on consumption the day of the event. Any balance due for a Hosted Bar at the end of an event must be paid on site with credit card (+ Tax, 17% Gratuity, 3% Event Ops Fee).

Do you require buffet services for events?

We require buffet services for all groups with 25 or more guests. For groups with 24 or less guests, Event Hosts have the option of Regular Menu Service or a Custom Pre-Fixed Menu.

What happens if I do not reach my F/B Minimum the day of the event?

Upon the Event Host's arrival, the Venue will provide the Host full value for the minimum that was met and prepaid based on the amount of money the host pre-designated for food/buffet and/or bar services. This includes use of the venue for the contracted amount of time, venue amenities, set up time, tear down time, dedicated staff, buffet or other food services, pre-ordered food and any alcohol on charges based on consumption. In the event the Host has a prepaid bar budget that is not fully utilized or spent during the scheduled event time, the funds will be forfeited at the conclusion of the event. The unused funds may not be transferred to the main restaurant, another table or event area. The unused funds may not be used to purchase any items for to-go, bottles of alcohol, and/or retail merchandise.

Is the per person buffet pricing less for children?

Yes. Children 3-12 years are 50% off the Adult per person buffet charge. There is no charge for children 2 years and younger.

Are drinks included with buffet services?

Yes. All non-alcohol refillable beverages are included with Buffet Services. For events with 24 or less guests with Regular Menu Service or Pre-Fixed Menu Service, all drinks will be charged based on consumption.

Can you accommodate dietary restrictions with buffet services?

With the "All You Can Eat" Buffet per person pricing option, we can accommodate most dietary restrictions by offering guests plated substitutions from our kitchen. With the "Fixed Quantity Pricing" buffet options, Event Hosts must pre-order menu substitutions for their guests with dietary restrictions or pay an additional charge the day of the event for menu substitutions ordered during event execution.

Can I bring in an outside dessert?

Yes. You are more than welcome to bring in desserts (cakes, cookies, cupcakes, candy) from an outside vendor. Please note that Fresh Fruit is not considered an outside dessert. Most venues provide disposable plates, forks and napkins for your desserts. There is a \$2.00 per person cake cutting fee if you would like your cake cut, plated and served by the event staff.

What are the payment terms?

We require a 20% Deposit and Signed Contract to confirm your Event Booking. Your confirmed guest count, menu selections, bar offerings and event service timing as well as your event balance due will be finalized two weeks before your event date.

Are there any other charges or fees aside from the F/B Minimum?

We charge the standard tax rate as well as a 3% Event Ops Fee that is allocated to Lounge Group Events for all event management and support until the day of event execution and 17% Gratuity that is allocated to the event staff for day of execution.

What is the cancellation/refund policy?

Your deposit is NON-REFUNDABLE. However, events cancelled/rescheduled within the following timeframes will incur the terms below:

- **31 days or more prior to your event** - option to reschedule within one calendar year from originally scheduled date with NO repercussions. Original deposit paid will apply in full to the new event date. Choosing to reschedule more than 12 months after the originally scheduled date will incur a rebooking fee in the amount of one half of the

deposit paid (ie. \$500 deposit - \$250 forfeited for reschedule) as well as the full deposit due for the new date (additional \$250 DUE to hold the new date).

- **14 - 30 days prior to your event** - option to reschedule within one calendar year from originally scheduled date with a rebooking fee. Choosing to reschedule within 2 weeks of the originally scheduled date will incur a rebooking fee in the amount of one half of the deposit paid (ie. \$500 deposit - \$250 forfeited for reschedule) as well as the full deposit due for the new date (additional \$250 DUE to hold the new date).
- **1 - 13 days prior to your event** - no option for rescheduling. Choosing to cancel within less than 2 weeks of the originally scheduled date will forfeit any and all deposits and payments received for the event.

How early can I get there to set up?

FOR PRIVATE EVENTS

60 minutes before event start time for decor and personal items set-up and 30 minutes post-event for breakdown and clean-up

FOR SEMI-PRIVATE EVENTS AND LARGE PARTY EVENT BOOKINGS

15-60 minutes before event start time for decor and personal items set-up and 5-15 minutes post-event for breakdown and clean-up

What is the latest time my event can end?

The time frames below are standard for most venues. Please ask your Event Sales Director for accommodations that can be made for earlier start or later end times.

BRUNCH/LUNCH EVENTS

3-hour event block ending by 3:00pm

DINNER EVENTS

4-hour event block ending by 10:00pm

LATE NIGHT EVENTS

All events occurring after 10:00pm until 1:30am