



## **FOOD & BEVERAGE**

Menu selections and all other event details must be advised a minimum of 30 days in advance of your function.

A final guarantee of guests attending the function(s) must be advised to the Catering Office 5x business days prior to the function. Special dietary requirements will gladly be accommodated with advance notice. Once given, the guaranteed number cannot be reduced and the Catering Office must approve any increases. Should no guarantee be received we will prepare and charge for the original number booked.

Any requests made during the event which result in unplanned meals being prepared will not be considered part of the guarantee and will be charged over and above the guaranteed number.

Buffet products will be displayed for a maximum of two hours at any function to ensure food safety considerations are met and the quality and integrity of the product is maintained.

Food and beverage may not be removed from the facility following the function as per Albert Health Regulations and Fort Calgary Policies.

Under normal market conditions pricing will be guaranteed 60 days prior to date of function. In the event of unforeseen circumstances affecting product availability, pricing may be reviewed within the 90-day time frame.

An 18% Service Charge will be added to the final bill for all functions. GST is not charged as we are a not for profit organization.

## **CATERING POLICIES**

Fort Calgary will be the sole supplier of all food & beverage items. Any exceptions must be approved in advance by the Catering Manager. Handling fees apply.

Alcoholic beverage dispensing, sales and service are regulated by Provincial liquor laws and the terms of Fort Calgary's liquor license. All alcohol must be consumed within designated areas and may not be taken off of the licensed premises.

## **BOOKING PROCESS**

Tentative bookings will be held for a maximum of one week, at which time the room will be released back to available status without notice to the client.

All bookings are considered to be tentative until deposit and signed contract are received from client.

A deposit equal to the value of the room or venue rental is due with a signed event contract in order to confirm bookings. Deposits are non-refundable.

## **CANCELLATIONS**

The client has the right to cancel an event, by notice in writing, up to 90 days prior to the arrival date at no penalty to the client. Events cancelled with less than 30 days notice will be charged a penalty equal to the regular room rate for each date/room cancelled. Events cancelled with less than 5 business days notice will be charged the full estimated meeting cost, including food and beverage.

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## **CATERING POLICIES**

### **BILLING INFORMATION**

Corporate clients may set up billing privileges based on an approved application for credit. Credit applications are available through our Accounting Department and are required a minimum of two weeks prior to your event. Payment terms are net 30 days.

Non Corporate events must pay 100% of their estimated total one week in advance of their event unless otherwise arranged with our Catering Office. Any difference between the estimate and actual invoice will be invoiced/refunded after the fact

If you dispute the validity of any specific charges on your invoice you must inform us of such dispute within 7 days of receipt of invoice.

### **DECORATIONS AND SIGNAGE**

Decorations are allowed at events, however, we ask that the items not be attached to walls or other Fort Calgary property in any way that may result in damage. Use of tacks, staples, nails and certain kinds of tape is prohibited.

Paper and/or metallic confetti is not allowed and its use by a client or guest will result in cleanup charges.

Local fire regulations prohibit open flame candles. We allow enclosed candles but these are not permitted on staircases or window ledges.

Items must be removed immediately following any function. Fort Calgary is not responsible for damage to, or loss of, any articles left on premises after an event.

### **EXHIBITORS / TECHNICAL SUPPORT**

Exhibit products and equipment are the responsibility of the client. Fort Calgary does not provide labour or equipment for moving large items in or out of the facility.

### **AUDIO VISUAL SERVICES**

Fort Calgary provides audio visual equipment. We would be pleased to arrange any equipment you require. Should your event have requirements beyond what is present on site, we would be happy to arrange it for you through our supplier. Outside rental fees will be charged to the client at cost. Fort Calgary does not monetize outside rental services.

### **AMPLIFIED MUSIC / QUITE ENJOYMENT**

Other events taking place concurrently to yours must not be negatively affected by amplified music or other significant sound originating from your event. Should you choose to rent only one floor please be aware that you may be asked to limit the volume of your DJ, band, or other amplified music so it does not interfere with other events in adjacent rooms. Any costs associated with providing compensation to other parties will be billed directly to your event.

### **INTERNET ACCESS**

Our rooms are equipped for high speed internet access.

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## CATERING POLICIES

### **BOXES, SHIPPING AND STORAGE**

Due to our limited storage space, we are unable to accept shipments any earlier than two days prior to the event. Please ensure all boxes are properly labeled with the group name, date of event, number of boxes and contact name. Advance notice of any shipment is mandatory.

Items must be removed immediately following any function. Fort Calgary is not responsible for damage to, or loss of, any articles left on the premises before, during or after an event. A recycling fee may apply if refuse is left on site post event.

### **PARKING**

Fort Calgary's parking lot has 140 public spaces that are assigned on a first come first served basis. We are unable to guarantee exclusive use of our parking area for any event.

### **MISCELLANEOUS**

Banquet room rental rates include standard set up and breakdown. Extensive set up or room contract changes the day of the event may be subject to labour charges.

Function space is booked only for the times indicated on your event order. Set up and dismantle times, if required, should be specified at time of booking and additional charges may apply. Function start and end times as stated on the contract must be strictly adhered to by client and guests.

Costs for damages done by the client, client's guest or subcontractor will be charged to the client.

All live or recorded music is subject to a SOCAN (Society of Composers, Authors and Music Publishers of Canada) charge.

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