

CATERING INFORMATION & POLICIES

Booking Information:

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 (if requested) and signed contract are received from client. ***Booking deposits are not refundable.***

Billing Information:

Social 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.

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.

If you dispute the validity of any specific charges on your invoice you must inform us of such dispute within 14 days of receipt of invoice.

Food & Beverage:

Menu selections and all other event detail must be advised a minimum of 30 days in advance of your function in order to ensure the availability of your choices.

Under normal market conditions pricing will be guaranteed 90 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.

Fort Calgary will be the sole supplier of all food & beverage items, the only exception being special occasion cakes. Handling fees will apply.

Health regulations prohibit the removal of any food products after a function by our guests.

Buffet products will be displayed for a maximum of two hours at any function to ensure the quality and integrity of the product.

If the contracted service time is delayed by the client Fort Calgary cannot guarantee the quality or freshness of food due to the increased length of warming time.

A guarantee of the number of guests attending the function(s) must be advised to the Catering Office five (5) business days in advance of the function. Should no guarantee be received we will prepare and charge for the original number booked. Billing will be based on the guaranteed number of guests, or the actual attendance, whichever is greater.

Special dietary requirements will gladly be accommodated **with advance notice**. Any requests made during the event which result in unplanned meals being prepared will incur additional charges.

All food & beverage services are subject to 18% Gratuity. GST will not be charged.

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Food & Beverage continued:

Alcoholic beverage dispensing, sales and service are regulated by Provincial liquor laws and the terms of Fort Calgary's liquor license. No alcoholic beverages may be brought onto the property from an outside source. All alcohol must be consumed within designated areas and may not be taken off of the licensed premises.

Decorations and Signage

Decorations are allowed at all 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.

Banners or signage of any kind are not allowed in public areas. Fort Calgary provides directional signage for your guests.

Audio Visual Services:

Fort Calgary does not have on site audio visual equipment. We would be pleased to arrange any equipment you require through our supplier, Inland AV. Rental fees will be charged to the client.

Internet Access:

Some of our rooms are equipped for high speed internet access. Advance notice is required and charges will apply.

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 required.

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.

Miscellaneous:

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

Function space is booked only for the times indicated on your contract. 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.