

Catering Policies

We're so excited that you chose Fort Calgary to host your special event. We want to ensure that your event goes smoothly, so we have a few policies that we ask you adhere to. If you have any concerns, please contact our catering team before booking.

1. An initial deposit, specific to the venue selected, and a valid credit card are required to confirm your event date. The deposit is due within three (3) days of booking your event. This deposit will be credited towards your final invoice. Personal cheques will not be accepted.
2. Association, Convention, and Corporate customers must submit a second deposit of 80% of estimated food and beverage costs due 14 days prior to the event. Any remaining balance is due upon receipt of invoice. After 30 days, outstanding balances will be charged to the credit card on file. Credit balances will be returned following the event.
3. Wedding and Private Event customers must submit a second deposit of 100% of estimated food and beverage costs due 14 days prior to the event. Any remaining balance is due upon receipt of invoice. After 30 days, outstanding balances will be charged to the credit card on file. Credit balances will be returned following the event. Personal cheques will not be accepted.
4. Fort Calgary's Event Planner must be advised of the general details and menu selections no less than 30 days prior to the event. If no menu selection has been provided, the Chef will make a suitable choice on customer behalf.
5. Fort Calgary shall be notified of the guaranteed number of guests attending the event a minimum of seven (7) business days prior to the event. Should no guarantee be received, Fort Calgary will prepare and charge for the last contracted number quoted. The customer will be invoiced for the guaranteed number or the actual attendance, whichever is greater.
6. When ordering special dietary meals, the following information must be provided: guest name(s), table numbers (if applicable) and applicable dietary restrictions. Customer must provide their guests with a place cards indicating their special order. The card should be presented to the assigned on-site catering staff member to ensure the guests are served the appropriate meal.
7. When offering guests a choice of entrée selections (up to a maximum of two (2) entrées), the client must provide in advance the breakdown of each entree selection to the Event Planner, and must provide each guest with a place card indicating the entrée selection. The place cards should be clearly visible to the on-site catering staff to ensure the guests are served the appropriate meals.
8. All prices and menu selections are subject to change and will be confirmed no more than 90 days prior to the event. All food and beverage is subject to a 18% service charge fee.
9. A venue rental fee will apply for all the venues. Rental fee includes standard table settings, linens, podium with stationary microphone, the use of a house sound systems appropriate for background music, and uniformed service staff.
10. Standard parking fees apply to all the events and visitors to Fort Calgary. Fort Calgary's paid parking lot has 140 public spaces. Fort Calgary is unable to guarantee the exclusive use of parking area for any event.
11. Cancellations must be received in writing. Cancellation of a confirmed events, less than six (6) months prior to the event, shall incur a cancellation fee based on the following scale:
 - Less than six (6) months to one (1) month prior to event date: equivalent to room rental for each day of the event
 - Less than one (1) month to eight (8) days from event date: 75% of estimated revenue
 - Seven (7) days or less from event date: 100% of estimated revenueCancellations of a confirmed date, more than six (6) months prior to the event date, shall receive a full refund. Peak demand dates are exempt, including Christmas parties and Stampede parties.

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12. While every effort is undertaken to provide a safe environment, all activities are assumed at the risk of customer and their guests.
13. Fort Calgary will advise on the optimum venue set up for the event. Fees will apply for special and/or late set up requests on same day of the event. Minimum of \$250.00.
14. To ensure quality and presentation, buffet will be available for a duration of 2 hours.
15. In accordance with fire regulations, event attendance shall not exceed licensed maximum capacities.
16. Fire regulations prohibit the use of open flame candles and sparklers. The wick must be covered and contained by minimum of 2 inches. The use of smoke/fog machines is not permitted.
17. Fort Calgary must be informed of any known sensory activities, including loud sounds and strong scents that might affect other venue spaces.
18. Fort Calgary is pleased to provide a smoke free environment. Designated smoking areas are provided outside the venue.
19. Entertainment, as well as the serving of alcoholic beverages, shall not be permitted after 1:00 AM for all indoor events. Because of noise by-laws, entertainment, as well as the serving of alcoholic beverages, shall not be permitted after 11:00 PM for all tent events.
20. Fort Calgary is unable to accommodate menu tastings, samplings, and wedding rehearsals.
21. Fort Calgary reserves the right to substitute an alternate venue suited to the size of the group.
22. Fort Calgary shall be the sole supplier of all food and beverage at all functions. Wedding, anniversary, and birthday cakes are the only exceptions. A handling fee will apply.
23. The customer is responsible for the conduct of their guests. The customer is also responsible for the costs of any missing Fort Calgary property or damages caused by guests, as assessed by Fort Calgary.
24. Fort Calgary is not responsible for any missing or damaged articles.
25. The use of tacks, nails, or adhesive tape is not permitted. Balloons are not permitted. The throwing, or use in any way, of paper confetti, metallic confetti, flower petals, bird seed, glitter, or rice is not permitted. A \$500.00 clean up fee will apply.
26. Fort Calgary must be notified of all entertainment. All entertainers must follow Fort Calgary guidelines. Music fees will apply.
 - Room Capacity 1-100: \$66.00
 - Room Capacity 101-300: \$95.00For all third-party entertainment arranged by a Fort Calgary Event Planner, a booking fee surcharge will apply.
27. Entertainers are not permitted to hang equipment or lighting from the ceiling or fixtures. Electrical and set up requirements must be confirmed with the Event Planner.
28. Customer deliveries must be prearranged with the Event Planner. Deliveries to Fort Calgary loading dock must be received between 10:00 AM and 4:00 PM. All items must be boxed and clearly labelled. Fort Calgary does not assume responsibility for damaged or missing articles. A handling fee may apply. No deliveries within 48 hours is allowed.
29. If a client disputes the validity of any specific change on the invoice, they must inform Fort Calgary of the dispute within 14 days of receipt of invoice in writing.