



SOCIAL EVENT POLICIES

(SIGNATURE REQUIRED)

1. Pinnacle Ballroom Minimum Requirements:
 - a. All functions held on Friday, Saturday and Sunday must equal or exceed the minimum number of 100 guests.
 - b. Functions held on Saturday will be subject to a \$10,000 pre-tax, pre-gratuity food and beverage minimum.
 - c. Functions held on Friday or Sunday are subject to a \$5,000 pre-tax, pre-gratuity food and beverage minimum.
2. Deposits and Payments:
 - a. A valid credit card number is required to be kept on file.
 - b. All deposits and payments are non-refundable and may be made by certified bank draft or cheque, cash or credit card.
 - c. Advanced payment is required for the estimated number of guests two (2) weeks prior to the event date.
 - d. The balance is due three (3) working days prior to the event date.
 - e. Outstanding invoiced amounts will be automatically processed onto the credit card on file following your event _____ (initial)
3. Cancellation:
 - a. In the event of cancellation made less than 6 months prior to your Event Date, deposits received will not be refundable and an additional charge of 25% of the estimated food and beverage will be billed.
 - b. In the event of cancellation made less than 3 months prior to your Event Date, deposits received will not be refundable and an additional charge of 50% of the estimated food and beverage will be billed.
 - c. In the event of cancellation made less than 30 days prior to your Event Date, deposits received will not be refundable and 100% of the estimated food, beverage and room rental will be billed.
 - d. All cancellations must be submitted in writing. _____ (initial)
4. In order to guarantee your menu selections, please provide your catering and wine choices to the catering department at least four (4) weeks prior to your event. The client is responsible for making sure this information is received on time. Changes to menus may be pre-arranged with our catering department.
5. One set menu is required for all guests. Certain dietary substitutes may be made with prior request. Substitution requests made during an event will be subject to a service charge over and above the guarantee.
6. Menu prices and room rental prices are subject to change without prior notice unless prices were agreed on a signed contract.
7. Children between the ages of 5-12 are billed at 50% of the buffet menu price and may be subject to additional charges. There is no cost for the buffet meal for children age 4 and under. Regular, per person pricing applies for plated meals. Special children's meals may be arranged prior to your event date.
8. All food and beverage served in the Hotel is to be provided by The Ramada Plaza and Conference Centre, with the exception of wedding cakes. For your convenience, the Hotel is pleased to cut, plate and serve wedding cakes at a special plating fee of \$1.00 per person. Banquet food is not permitted to leave Hotel property.
9. In accordance with B.C. Liquor Laws, all alcoholic beverages consumed in licensed areas must be purchased by the Hotel through the B.C. Liquor Distribution Branch. Liquor service is not permitted prior to 11:00 am or after 1:00am (12:00am on Sundays and holidays). The Hotel reserves the right to suspend all liquor service and/or close an event with no refund to the Client where breaches of BC Liquor Laws and/or Hotel policy occur.
10. An estimated number of attendants must be provided to the Ramada Plaza & Conference Centre thirty (30) days prior to each function, after which time Ramada Plaza & Conference Centre will allow a maximum attrition of twenty (20) percent. Should the number of attendants be reduced by more than twenty (20) percent, a charge of fifty (50) percent of the estimated food and beverage cost will apply on the difference and the room rental will be subject to an adjustment.
11. It is the responsibility of the Client to advise the final guarantee to the Hotel seven (7) days prior to the event by **12:00 noon**. The Hotel will prepare and set a minimum three (3) percent above the guaranteed number to a maximum of thirty (30) guests, space permitting. Increases given after the guarantee may be subject to a surcharge. **If no guarantee is received, the Hotel will prepare and charge for the number of persons estimated on the catering contract or the actual number attending, whichever is greater.** _____ (initial)
12. The following charges and taxes may apply to all functions:

Food	15% Gratuity Charge and 12% Harmonized Sales Tax (HST)
Beer/Wine/Alcohol	15% Gratuity Charge and 12% HST and 10% Liquor Tax
Miscellaneous	12% HST
Audio Visual	15% Service Charge and 12% HST
Labour Charge	12% HST
Service Charge	12% HST
13. Audio visual rentals are subject to a 15% service charge plus HST. Cancellations require two (2) business days or charges will apply. Power surcharges will apply when using an outside Audio Visual vendor or if power needs exceed the standard 15amp – 110v requirements.



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14. As governed by the copy right act, all live entertainment and recorded music are subject to SOCAN Fee of \$59.17 plus HST with Dancing and \$29.56 plus HST without dancing (price may vary depending on number of people as per SOCAN guidelines). The full amount is remitted to the SOCAN (Society of Composers Authors and Music Publishers of Canada).
15. All function rooms and foyers are designated non-smoking areas in accordance with the City of Abbotsford By-Laws. Smoking is permissible in designated outdoor areas and patios.
16. Attended Coat Check is available with prior notification. A charge of \$2.00 per coat may be applied. Revenue must cover attendants labour or a charge of \$20 per hour will apply.
17. Security staff will be required for all functions over 150 guests where bar(s) are ordered. This is decided and arranged at the Hotel's discretion and the Client may be responsible for the charges at the Hotel's discretion.
18. One high speed cable Internet connection is available in all meeting rooms at no additional charge if pre-ordered with a minimum \$100 room rental. If requested the day of the event or if the room is complimentary a \$75 charge may apply. Additional connections in the room are \$25 each. For multiple computers with simultaneous Internet access (with use of a router) is \$175. This requires a technician and must be booked at least one (1) week prior to the event. Labour charges may also apply.
19. You are welcome to bring in additional décor, however as we are a multi-functional facility, setup time will not confirmed more than two (2) weeks prior to your event.
20. Please note the following décor guidelines:
 - a. Only enclosed candles may be used
 - b. The use of confetti, rice or feathers are strictly prohibited on the Hotel premises, inside and out
 - c. All helium balloons must be attached to a weight
 - d. Sparklers are not permitted on property as they set off the fire alarm
21. Signage may only be displayed directly outside your designated function room unless otherwise agreed upon. The Hotel reserves the right to remove signage that is deemed inappropriate. Use of Hotel outside billboard is based on availability and subject to prior notice.
22. The Hotel does not permit any article to be fastened onto walls or electrical fixtures. Hanging of banners or signs will be done by Hotel staff and additional labour charges may apply. The use of tacks, tape, nails, screws, bolts, or any tools which could mark the floors, walls or ceilings are prohibited. The organizer is responsible for any damage to the premises by their invited guest(s) or independent contractors during the time the premises are under their use and charges may apply. **In the event that there is damage to the hotel property or additional clean up charges, the Ramada Plaza is authorized to process these charges onto the credit card on file. _____ (initial).**
23. The Ramada Plaza is not responsible for the loss or damage to any goods or equipment brought onto the property by the event host or their guests.
24. Subject to prior arrangement, the Ramada Plaza will accept delivery of materials used for your event on the day of your event. Deliveries made prior to your event date must be previously arranged with the Catering Coordinator. All decorations and props must be taken home on the night of your event. Storage/service charges may apply at the discretion of the hotel and items left will be discarded if pick-up arrangements are not made within seven (7) days.
25. Major changes in room set up require a minimum 48 hour advance notice or service charges will apply. The Hotel reserves the right to provide an alternate function room suited to the functions requirements
26. The Hotel cannot be held responsible, as per insurance regulations, for any act of God (earthquake, flood, hail, etc.) fire, act of terrorism, bomb threat, riot or strike.
27. The Ramada Plaza holds the right to observe your event and suspend services to all guests in the case of any violations to the Social Event Policies.
28. **A requested date will not be confirmed until the non-refundable deposit, signed Contract, signed Social Event Policies and a credit card on file are received.**

I have read and agree to the above policies.

**Authorized Signature
REQUIRED TO CONFIRM BOOKING**

Date