



Food & Beverage

To ensure that every detail is handled in a professional manner, the Hotel requires your menu selection and specific needs to be finalized 4 weeks prior to your function date. Please note that our Lunch menus are designed to be a minimum of 3 courses and our Dinner menus are designed to be a minimum of 4 courses.

Please advise your Catering Representative of dietary substitutions three business days (72 hours) in advance of your function date. Should the entrée be changed during the service of your event, there will be an additional charge of the entrée chosen plus a \$10.00 service charge per entrée changed.

We need your assistance in making your event a success. The Sheraton Suites Calgary Eau Claire requires notification to the Catering Department of the exact number of banquet guests (72 hours) three business days prior to your function. This confirmed number constitutes the guarantee. (Guarantees for Sunday and Monday events must be confirmed on the preceding Thursday.) If less than the guaranteed number of guests attend the function you will be charged for the guaranteed number or the actual number served, whichever is greater. If no guarantee is given, the expected number of people listed on the banquet event order will be considered your guarantee.

We will be pleased to set up for 5% over the guarantee number- space permitting. Food will only be prepared for the guaranteed number of guests.

All hosted food and beverage services are subject to 18% service charges and 5% GST. The Hotel reserves the right to change prices due to current market conditions. Your Catering Representative will confirm menu and beverage prices no more than three months prior to your event.

Due to Hotel requirements and quality control guidelines, all food and beverage to be served on the Hotel property must be supplied and prepared by the Hotel. Please note that to protect both the Hotel and its customers, we prohibit guests from removing any food or beverage products following a function.

The Hotel will, according to the guaranteed number of people anticipated, assign function rooms. The Hotel reserves the right to change groups to a room more suitable at the Hotel's discretion, with notification, if attendance decreases or increases.

In accordance with the AGLC regulations, the Hotel must demand proof of age (photographic ID) from any person who appears to be under 25 years of age. Acceptable forms of identification include: Driver's Licence, Alberta Registries Identification Card, Passport, Armed Forces ID, Out-of-Province Driver's Licenes, Indian Status Card or Immigration Authorization Card.



Payment & Credit

Payment shall be made in advance of the function unless credit has been established.

The Hotel Credit Manager must approve corporate billing privileges. Credit applications, for the purpose of direct billing, are available through your Catering Representative. Please allow three weeks for processing of the application.

Upon approval of billing privileges, the balance of your Master Account will be due upon receipt of an invoice from the Hotel. In the event that any charges remain unpaid after 30 days from the final date of the function, you agree to pay in addition to the balance due to the Hotel, a late payment charge equal to the lesser of 2% per month or the highest rate permitted by law, on the remaining balance until paid in full.

Miscellaneous

Function space for events is booked only for those times indicated. Set up and dismantle times, if required, should be specified at the time of booking and an additional charge may apply.

The Hotel is not responsible for damage to, or loss of, any articles left in the Hotel prior to, during, or following any function by the customer, the customer's vendors or guests attending the event.

Due to fire regulations open flame candles are not permitted within our Banquet facilities.

Use of fog, mist, laser light machines, haze, bubbles or similar effects are specifically prohibited in any location within the Hotel. Usage of such items will result in additional charges billed directly to the organization renting such services.

All musical entertainment shall be subject to S.O.C.A.N. (Society of Composers, Authors and Musical Publishers of Canada) royalty fee.

Smoking ~ In accordance with the City of Calgary By-Law, smoking is not permitted in any public spaces (foyer) or meeting room facilities.



Audio Visual

The Sheraton Suites Calgary Eau Claire has a commitment to ensure that all aspects of your event are a great success. We have partnered with Presentation Services Audio Visual (PSAV) to ensure that the quality of equipment and detail in service delivery, are second to none. PSAV is the exclusive supplier of equipment and services to the Sheraton Suites Calgary Eau Claire. A complete line of state-of-the-art audio visual equipment is available through our in-house supplier. A list of equipment with current prices is available through your Catering Representative. Please note Audio Visual is subject to an 18% service charge and 5% GST.

Power

Extension cords and power bars are available at \$5.00 each. Power tie in for bands are assessed at \$300.00 per power panel. Additional power requirements will be assessed and charged at current rates.

Coat Check

Coat check is available on a host basis at \$20.00 per hour, per attendant, for a minimum of 4 hours each or on a cash basis at \$2.00 per item with a minimum revenue required of \$150.00.

Decorations

The Catering Department would be more than happy to assist in recommending entertainment, florist and decorators.

The Hotel does not permit the affixing of any items to the walls, floors or ceiling unless prior approval is given by the Hotel. All decorations (including candles) must meet the Calgary Fire Department codes.

The Hotel is not responsible for any damage, or loss of decorations, or supplies, brought onto Hotel premises by either the client or an outside vendor.

Boxes, Packages, Freight, Storage

The Hotel is pleased to receive and assist in the handling of boxes and packages. We are unable to accept shipments any earlier than two days prior to your event. Please co-ordinate the pick up of items immediately following your event, as the Hotel is not responsible for damages to, or loss of, any articles left on the premises during or following an event.

All shipped material should include the name of the event, function date, room name, group contact name and Hotel representative's name. The first 5 boxes are complimentary, then the following handling fees will apply:

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| Boxes | \$ 5.00 | per box |
| Crates ~ on wheels | \$ 50.00 | per crate |
| Palettes | \$ 100.00 | per palette |