

Banquet Planning Guide

BANQUET PLANNING

Our goal is to provide your group with excellent service in a pleasant atmosphere at a reasonable price. We promise every effort will be made to make your event successful. To accomplish our goal, we need your understanding and cooperation in providing us with details on the following, as they may be crucial to your event.

MEETING PROMISE

Every time you plan your meeting with us, we guarantee it! That's because not only are we the experts at handling small and mid-size meetings, but we also offer the exclusive Holiday Inn Meeting Promise program at Holiday Inn brand hotels worldwide. It's our guarantee-in writing-that everything will go exactly as agreed. If not, the problem will be corrected to your satisfaction, or you don't pay for that item. Specifically:

- Your meeting room(s) will be (1) available at your specified time, (2) set up per your contract specifications, and (3) refreshed during meal breaks, or you pay no rental on that room for that day.**
- Your coffee break(s) will be served as specified in the meeting contract and on time, or there's no charge for that break that day.
- Your audiovisual equipment will be set up in accordance with the meeting contract, and where the hotel is responsible for specific equipment, the equipment will be in good working order. If not, you pay no rental charges on that equipment for that day.**

We're confident you'll be pleased with our meeting expertise at Holiday Inn hotels. You can expect everything you were promised, or you don't pay. Guaranteed.

*Your meeting contract is with an individual Holiday Inn hotel. Each hotel is responsible for honoring the terms as stated in the Holiday Inn Meeting Promise. Most hotels are independently owned and/or operated.

**In the event this aspect is not as you agreed and the meeting contract with the hotel did not specify a rental fee for this item, a planned coffee break will be provided by the contract hotel at no charge.

PRE-EVENT PLANNING

Proper planning is the key ingredient that will make any event a success. We are certain you will spend time on many details regarding your event. We assist in the planning for numerous events and activities every year and will be happy to assist you in every way possible.

The hours of our Sales and Catering department are from 8:00 AM until 5:00 PM, Monday through Friday.

MENUS

We have enclosed menus as suggestions offered for your convenience. They don't represent the limits of our culinary expertise. Our staff can design an alternative menu should you request one more suitable to your needs. We must insist that you select your menu at least 10 working days prior to your event. Prices are subject to confirmation no more than 3 months prior to the function.

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GUARANTEE

All meal charges are based upon the number of guest meals served or guest meals guaranteed, whichever is the greater number. The Holiday Inn Great Falls will prepare for a 5% variance from the guaranteed figure. We require a guarantee no less than 2 business days prior to your event. If you are unable to help us in this manner, we will use the number given to us at the time of booking.

GRATUITIES AND SERVICE CHARGES

We will apply a 18 percent gratuity to all your food and beverage charges. In certain situations a service charge may be applied.

PAYMENT OF SERVICES.

We require a credit card upon booking to hold the meeting room space. Payment must be made in advance or at the immediate conclusion of an event by cash, check or valid credit card. Alternative payment by direct billing is possible. A credit application from our accounting department should be submitted at least 2 weeks in advance in order to provide adequate reference checks. Those groups and/or individuals with prior satisfactory credit history will be extended direct billing privileges.

CANCELLATION POLICY

You may cancel your event up to 30 days prior without penalty. If you cancel inside of 30 days you will be charged your total cost of the room rental. If the cancellation occurs within 48 hours of the event you will be charged the estimated total revenue for that event.

ROOM ASSIGNMENTS

We assign our conference rooms based on the need of each event. In those cases where the anticipated number of guests increases or decreases dramatically, we reserve the right to reassign functions to rooms or areas better suited to the needs of the event if available. We accept no responsibility for any items left in the banquet rooms.

ALL FEDERAL, STATE AND LOCAL LAWS WITH REGARD TO FOOD AND BEVERAGE OPERATION ARE FOLLOWED WITHOUT EXCEPTION. ALL FOOD AND BEVERAGE CONSUMED ON THE PREMISES MUST BE PURCHASED AND SERVED BY THE HOLIDAY INN. WE RESERVE THE RIGHT TO INSPECT, MAINTAIN AND REGULATE ALL FUNCTIONS IN ORDER TO ASSURE COMPLIANCE WITH OUR POLICIES AND ESTABLISHED LAWS.