



Decatur, Alabama

Policies & Procedures

DEPOSITS AND PAYMENTS

A deposit equivalent to 50% of the estimated banquet sale or full meeting room charge is due within two weeks of booking the event to confirm arrangements. All bookings are considered tentative until a deposit, signed contract, signed policies and procedures and a valid credit card have been received. **The full and final payment for the entire event must be received 72 hours prior to occupying the room if paying by cash, company check, or credit card.** Personal checks for final payment must be received 10 business days prior to the event.

DIRECT BILLING

Direct billing can be established for new commercial accounts following submittal of the initial deposit pending approval of credit application.

CANCELLATION POLICY

All cancellations require written confirmation to avoid forfeiture of deposits. Cancellations received beyond 6 months prior to event will receive total deposit refund. Cancellations received within 3 to 6 months prior to event will receive a 50% refund on deposits. Cancellations received less than 3 months prior will forfeit all deposits.

CATERING CONTRACT

The Banquet Event Order (BEO) form covers menus, arrangements, and details specific to the function at hand. **The BEO must be signed and returned within 7 days of receipt. A guarantee must be in place 72 hours prior to event when ordering food. After that, there can absolutely be no changes made to menu or the estimated number of people for said event.** The hotel is only responsible for arrangements detailed on the catering contract. It is, therefore, imperative that it be reviewed thoroughly prior to signing to insure that all arrangements are accurate. Failure to sign and return the contract does not hold the customer free of the arrangements outlined in the contract, nor the terms and conditions presented in this document. **If any catering is done “on consumption”, a credit card is required to charge the remaining balance at the end of the event. If a receipt is needed for the total balance, please contact the Catering Director.**

The Holiday Inn & Suites prohibits any outside catering on the premises, and cannot allow any outside food or beverages brought into our banquet rooms that is not purchased through the hotel, with the exception of a special occasion cake, with prior acknowledgement from Catering Dept.

SERVICE FEES

An 18% service fee is applied to all food & beverage purchases. **This fee is not a staff gratuity, as gratuities are optional.** This customary mandatory charge is considered labor income by the state of Alabama and, therefore, subject to applicable sales taxes.

TAXES

All food purchases are subject to state sales tax. All liquor purchases are tax inclusive. All meeting room charges are void of retail sales tax, but subject to Alabama lodging tax and not eligible for sales tax exemptions. Organizations seeking tax exemption on food purchases must submit a state or federal retail tax exempt number to qualify.

GUARANTEED COUNTS

Estimated meal counts may fluctuate and be updated as function dates approach, however, a guaranteed count must be submitted no later than 72 hours prior to serve time. Failure to submit a guaranteed count will require the hotel to consider the latest working count a guarantee at the 72 hour cut off point.

The hotel will prepare place settings and be capable of serving 5% above the final guaranteed count. Requests to set above that number on arrival will require an increase in the guaranteed count.

SPACE CONSIDERATIONS

As is often the case, anticipated needs may change as planned events approach arrival dates. Therefore, as working counts are adjusted, **the hotel reserves the right to reassign meeting rooms** to coincide with those adjustments and for other legitimate reasons that may necessitate such changes. The guest is notified in all such cases.

LIQUOR POLICY

Cash or Host bars may be arranged at the clients' request. All bars require a minimum sales volume of \$250 to be paid in advance. Bar deposits will be refunded after the minimum requirements are met and totaled. In the event that requirements are not met, the difference between actual sales and deposit received will be reimbursed.

RESPONSIBLE VENDOR

The Holiday Inn Hotel & Suites operates under license from the state of Alabama as a responsible food and liquor vendor and **cannot allow any outside beer, wine or liquor brought into our banquet rooms that is not purchased through the hotel.** Furthermore, we must reserve the right to refuse service to any underage guests, intoxicated guests, or any guest regardless of age who can not produce ID required and approved by the state. The hotel reserves the right to promptly close any bar without notice when guests' activity might jeopardize the hotel's liquor license. Food and liquor must be consumed on the property and may not be removed from the banquet room.

CASH BARS

Cash bars are priced at current banquet pricing and drinks are charged to individual guests at no cost to the organizer. House brands are provided and tip jars are utilized at the bar.

HOST BARS

Host bars are priced at current banquet bar prices and drinks are charged to the organizer at no cost to individual guests. A choice between House and Call brands is provided per the customer's request. An 18% service charge is applied only when the organizer does not allow tip jars on the counter.

ACKNOWLEDGMENT

I have read the hotel's booking policies and procedures and agree to the terms and conditions stated. I further understand that failure to submit final payment 72 hours prior to the day of the function or within 30 days in the case of pre-approved Direct Billing arrangements will result in a late charge assessment of 20%.

THE HOLIDAY INN® BRANDS GROUPS AND MEETING PROMISESM

Every time you plan your meeting or group room block with use, we guarantee it! That's because not only are we the experts at handling small and mid-size meetings and groups, but we also offer the exclusive Holiday Inn® Brands Groups and Meeting PromiseSM program at Holiday Inn® hotels and Holiday Inn® Express 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 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, in cases 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 room for that day. **

- Your group room block will be available at your specified time and all special requests will be upheld of hotel facilities allow.
- 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® Brands Hotel. Each hotel is responsible for honoring the terms as stated in the Holiday Inn® Brands Meeting PromiseSM. 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.

Date of function _____ Today's Date _____

Salesperson

Client



Decatur, Alabama

**CODE OF CONDUCT
(LIABILITY FOR UNACCEPTABLE BEHAVIOR)**

It is the desire of Holiday Inn Hotel & Suites (hereinafter referred to as the “hotel”) to provide a safe and relaxing atmosphere for our guests. To that end the hotel requires that all guests adhere to a code of conduct that ensures that noise is kept to a reasonable level and unacceptable behavior is curtailed.

The hotel code of conduct includes, but is not limited to, excessive noise; intoxication; vulgar language; unauthorized food and beverage brought into the public areas or meeting rooms; or activities that cause damage to hotel property. The hotel agrees to advise its group, team, guests or attendees of the hotel code of conduct.

In the unlikely event that you; members of your group, guests; or attendees fail to adhere to the hotel code of conduct, the hotel reserves the right to ask the violators of the hotel code of conduct to vacate the premises. (Violators will be given one (1) warning that their activities are in violation of the code of conduct.). Additionally, should the hotel incur additional cost associated with the unacceptable behavior, the hotel reserves the right to seek restitution from the registered guest violating the hotel’s code of conduct.

I have read and understand all policies and procedures listed above and agree that my rental of the room is conditional upon abiding by the policies of the hotel. Should there be any damage or extra cleaning for which I am responsible, I agree that an appropriate amount will be paid by me. By signing this form, I consent to any action, which may be taken to evict one from the hotel if the above polices and procedures are not followed.

Date of function _____ Client _____

Today’s Date _____ Salesperson _____



LIABILITY RELEASE

- The Morgan County Health Department prohibits all protein, vegetable/fruit, or dairy based foods removed from the premises. All food consumed must be provided by the Holiday Inn & Suites and not brought in from the outside. The undersigned agrees that by removing food products from the hotel, he / she is releasing HOLIDAY INN HOTEL & SUITES from any and all liabilities associated with the consumption of the products.

Contact releasing Holiday Inn & Suites from liabilities

Function / Function Date

Date of signature

(For Lower Holidome Rental Only)

- By renting the Lower Holidome Reception Area, the undersigned agrees to the knowledge that the area is open to the hotel public, and that Holiday Inn & Suites is not responsible for any interruptions before, during, or after the undersigned's event.

Function/Function Date

Contact releasing Holiday Inn & Suites from liabilities

Date of signature