



The Coast Plaza Hotel & Conference Centre - Calgary Catering Policies

DEPARTURE TIME:

Function guests will be admitted to the function room and expected to depart within the times stated on the Event Order. No event will exceed 1:00 am. If the client does not depart and have the room vacated by 1:00am, a labour charge of \$750 per hour will apply.

FOOD AND BEVERAGE:

The Coast Plaza Hotel & Conference Centre - Calgary will be the sole supplier of all food & beverage items, the only exception being wedding cakes, which must have prior approval by the hotel. Please note that health regulations prohibit the removal of any food products from the hotel. Buffet products will be displayed for a maximum of one and a half (1 ½) hours from the time stated on event order at any function to ensure the quality and integrity of the product.

Due to fluctuating labour costs within our marketplace, all scheduled dinner times shall not exceed 8:00pm. If for any reason the dinner is delayed by more than 30 minutes by the on-site authorized representative of the event, a labour fee of \$150.00 per half hour delayed will be applied to the function. Also in such case Coast Plaza Hotel & Conference Centre – Calgary cannot guarantee the freshness of food due to the increased length of warming time.

CUSTOM MENU REQUESTS AND TASTINGS:

All Custom Menus that are requested to be priced will be subject to a \$50.00 service and administration fee. All prices are subject to a 17% service charge and 5% G.S.T.

Menus requiring Halal products must be notified to the Catering Department a minimum of five (5) business days prior to the event.

SPECIAL DIETARY REQUESTS:

Should guests attending a function have any special dietary requests or food allergies and require special meal requirements, the hotel must be notified at least 72 hours in advance with names of guest and catering needs, and the hotel will make the necessary arrangements to accommodate the requests.

The hotel property utilizes many different ingredients in menu items and there will be products that may contain nuts, nut products, dairy and/or soy products and the like, and the hotel will not be liable for the guests' allergic reactions resulting from partaking the food items served at any food and beverage outlets and/or functions being held at the Coast Plaza Hotel.

Should any special dietary meals are requested on the day of the function in addition to the prior arrangements on the original catering agreement (Banquet Event Order), the additional cost for the meals ordered will be charged to the client and added to the final bill.



EVENT HOST:

All social events held at The Coast Plaza Hotel & Conference Centre - Calgary with 200 or more attendees will be subject to a \$35.00 per hour (minimum four (4) hours) service charge plus applicable taxes for the utilization of the Event Host or Hosts dependant on the number of attendees. They will act as the liaison between the Coordinator of the event and The Coast Plaza Hotel & Conference Centre - Calgary to establish proper communication and coordination of the event.

AUDIO VISUAL SERVICES:

Our on-site audio visual company, Inland AV, provides full audio visual services. Please note audiovisual requirements are subject to 17% service charge. Should clients require an alternate supplier or bring in their own equipment, clients will receive one complimentary power outlet per function room up to 30 amps, and additional outlets used will be subject to a power fee of \$50.00 per day for each outlet. Any outlets required that are greater than 40 amps will be subject to a power fee of 20% of the full hall rental. For clients supplying their own audio, an audio patch fee of \$50.00 per day for each patch will be applied.

ELECTRICAL AND AV CORDS:

The Coast Plaza Hotel & Conference Centre - Calgary and it users are required to do their utmost to comply with recommendations and standards set out in the Occupational Health and Safety Act. We therefore require all companies providing service within our facility to have all electrical cords and audiovisual cords laid according to our policy.

All cords must be secured in a manner that is in keeping with Occupational Health and Safety Act. Cords must be hung from the ceiling so as not to obstruct entrance or exit. All cords must go over doorframes and cannot lie on the floor within the doorframe. Cords must not obstruct access to our clients in or out of the facility whether for normal activity or in the case of an emergency. Small electrical cords and audio visual cords may be allowed to lie on the floor and must be secured to the floor with appropriate tape in order to prevent any obstruction by them.

The Coast Plaza Hotel & Conference Centre - Calgary exercises its right to take action to enforce this policy. Companies providing services must provide sufficient electrical and audiovisual cords to perform the above. Cords required from The Coast Plaza Hotel & Conference Centre - Calgary will be provided if available and will be subject to a charge.

ADDITIONAL CHARGES AND RESTRICTIONS:

Exterior signage is permitted with the prior consent of The Coast Plaza Hotel and Conference Centre Calgary. All directional and event signage must be mounted on easels or individual holders and are not to be affixed to columns or walls and must be removed following the conclusion of the event. All signage must be of printed nature and meet the approval of The Coast Plaza Hotel and Conference Centre Calgary. This also applies to posting of signs within the venue facility.

When providing visual and oral communications and advertising relating to the event, proper use of The Coast Plaza Hotel and Conference Centre Calgary corporate name (including Coast Plaza Hotel and Resorts and all related premises) should be referenced as indicated by your event coordinator.

Banquet room rental rates include normal set up and breakdown. Extensive set up, damage to property or room contract changes may be subject to additional labor charges. Signage and decorating requirements



must be discussed with our Catering Office. Confetti is prohibited and its use by a client or guest will result in cleanup charges. Local fire regulations prohibit open flame candles in function rooms.

The use of food coloring or any other product that may cause stains of any sort or any damage to the hotel property is strictly prohibited. In the event that any damage is caused, the person whose signature appears at the bottom of this contract is solely responsible for the damage, and is liable to restore any and all harm caused. The hotel reserves the right to use the contractor of hotel's choice to repair the damage and will provide invoices to the client to the full payment.

All bookings that fall or are booked on a Canadian Statutory Holiday will be subject to the following surcharge: 50 attendees and under are subject to a \$500.00 taxable charge, 51 or more attendees are subject to a \$7.50 per person taxable charge.

NON-SMOKING POLICY:

Smoking is not permitted in Function Rooms or Public Areas / smoking is allowed outside the building only (Bylaw 57M92).

SHIPPING AND RECEIVING POLICY:

Clients are responsible for their own arrangements for shipping and receiving of materials and props in and out of the property. Client must have a courier time and proper documentation before leaving items; Our Purchasing Department is available Mon-Fri, 9:00 am - 4:00 pm for administrative help and does require proper documentation and instructions before anything is left behind. Furthermore, the hotel does not accept any liability for shipping or receiving on clients' behalf.

The Hotel will not be held responsible for any damage or loss to any client property unless it is expressly deposited for safekeeping in the Hotel safe. Large shipments will not be accepted more than two (2) business days in advance of the function. Should the client require secured storage space for client property, it is the responsibility of the client to make such arrangements.

SOCAN FEE:

Pursuant to a license agreement between the Society of Composers, Authors and Music Publishers of Canada (SOCAN), The Coast Plaza Hotel and Conference Centre Calgary is obligated to collect SOCAN license fees, in accordance with applicable tariffs, from all Licensees and users of the facility in respect of the performance of musical works on the premises which are arranged for or authorized by the Licensee. If you have arranged for music at your event, The Coast Plaza Hotel and Conference Centre Calgary will assess the SOCAN licensing fees payable by you, in accordance with the applicable tariffs. For more information, call 1-800-51-SOCAN.