



GENERAL CATERING INFORMATION



The Ramada Hotel is dedicated to providing you with a memorable event. We ask that you follow these guidelines to assist our professional staff in exceeding your expectations.

- To ensure that all requirements stated are as agreed, we ask that the customer sign a copy of the contract and return to the Catering Office prior to the event.
- All prices are subject to change and will be confirmed no more than three months prior to an event.
- All food and beverage charges are subject to 18% gratuity and 5% GST.
- The Catering Office must be notified of the guaranteed number of guests attending the function(s) 72 hours prior to the event. Only the guaranteed number of meals is prepared.
- The Hotel reserves the right to set a minimum guarantee for any event. The hotel reserves the right to change this room as it requires.
- A deposit may be required in order to confirm a booking. Seventy-five percent of the estimated total bill may be required at least 24 hours prior to the scheduled start of the event. The balance is due upon completion of the function unless billing privileges have been established through the Accounting Department of the Ramada Hotel Downtown Calgary. Deposits are non-refundable.
- The Hotel reserves the right to provide an alternative room best suited for the group size should the number of guests attending the function differ from the original number quoted.
- The Ramada Hotel will be the sole supplier of all food consumed in our facilities. Any alcoholic beverages will be supplied, or approved, by the Hotel.
- Should the event(s) be cancelled within two weeks of the function date a cancellation fee in the amount of the regular room rental will be charged. Other special cancellation terms may be defined at time of booking and will appear on the Banquet Event Order.
- Any expense incurred by the Hotel in preparation for an event, which has been cancelled, will become the responsibility of the client.
- The menus contained within are suggestions only. If you wish, our Chef will meet with you to prepare a menu to your specifications and budget.
- We ask that no confetti or flower petals be used on Hotel premises; otherwise a clean up charge of \$100.00 will be assessed.
- The Ramada Hotel Downtown Calgary is not responsible for damages or loss of any articles left in the Hotel prior to, during, or following any function by the customer or his/her guests.
- Liability for any and all damages to the Hotel will be the responsibility of the individual whose signature appears on the contract.
- All musical entertainment is subject to the SOCAN (Society of Composers, Authors & Music Publishers of Canada) charge of \$29.56, without a dance, and \$59.17, with a dance, which is applied by the Hotel to the final invoice.
- All contracted food and beverage is for in hotel consumption only.