

Buckeye Hall of Fame Cafe



Frequently Asked Questions

At the Buckeye Hall of Fame Café, our goal is to provide our guests with the very finest in food and service to ensure that all expectations are met. Listed below are answers to Frequently Asked Questions regarding procedures that will facilitate the success of your event.

When do I receive a contract?

After discussing your requirements with our Sales Manager, you will receive a Letter of Agreement that specifies our understanding of your needs. Please review, sign, and return the agreement along with your initial deposit by the specified date. Note that we cannot reserve space for your event until we receive the signed agreement.

What is your deposit policy?

A deposit is your way of confirming to us that you definitely intend to use the space that we have reserved for you. All deposits are applied to your final bill. The terms of the deposit payments for your specific event will be stipulated in your Letter of Agreement.

When is total payment due?

The balance of payment is due the day of the event, prior to your departure. We accept cash, company checks, or credit cards. Some functions must be paid prior to the event, depending upon the nature of the gathering.

Can you send me a bill for payment at a later date?

All events must be paid for in their entirety by the conclusion of the function. If extenuating circumstances exist, please complete a Request for Authorization to Direct Bill form from your Sales Manager. Completed forms must be received in our Accounting Department at least ten (10) business days prior to your event. After your request is processed, if your company is approved for the Direct Billing privilege, you will be notified of your Direct Bill Account Number.

Direct Billing can only be extended to approved companies or organizations, not for individuals.

What is your cancellation policy?

In the event of a cancellation, a sliding scale will be used to determine the dollar amount, if any, to be refunded to you. The terms of the cancellation policy for your specific event will be stipulated in your Letter of Agreement.

What if our organization is exempt from State Tax?

If your group is **TAX EXEMPT** we must have a completed Tax Exempt Certificate on file **prior** to the event. State law requires all tax exempt organizations to pay with a check or credit card issued in the name of the organization.

When do I decide my menu selections and details of the function?

All event details must be determined at least two (2) weeks prior to the confirmed date to ensure the highest quality of food and service. All food and beverage selections are subject to a customary 18% service charge and current sales tax.

After we have discussed your details, we will send you a confirming Banquet Event Order to review, sign, and return to us. All food and beverage, including snacks and alcohol, must be purchased through The Buckeye Hall of Fame Café. Our Sales Staff and Chefs can create custom menus to accommodate special needs or themed parties.

Buckeye Hall of Fame Cafe

A guaranteed guest count is due **by 3:00 p.m. three (3) business days** prior to the function. If the final guest count has not been received by that deadline, your bill will be based on the original estimated number of attendees or the food and beverage minimum, whichever is greater.

After the guarantee has been received, we are unable to decrease your finalized guest count since food is ordered based upon that guaranteed number. If the guest count is increased, we cannot guarantee that all guests will receive the same specified food items but every effort will be made to provide similar selections.

All events will be charged based on guaranteed guest count, actual attendance, or the food & beverage minimum, whichever is greater.

In order to provide the best possible service and guest experience, The Buckeye Hall of Fame Café reserves the right to relocate any group to a more appropriate banquet room based on the guaranteed number of attendees.

What are your policies for A/V Equipment, Room Set-Up, and Decorating?

As a courtesy to our clients we provide one microphone and podium per meeting and one standard table centerpiece for banquets. Any additional audio-visual equipment needed can be brought in, or ordered through our Sales Department at an additional cost. This includes classroom style tables and floral centerpieces.

To ensure the success of your function at the time you provide details of the event, please tell your Sales Manager about any special room set-up requirements or about guests with special needs.

Our seasoned Sales and Banquet professionals do their best to accommodate all requests.

Nothing can be affixed to the walls, floor, or ceiling with nails, staples, carpet tape, or any other substances not approved by management. Failure to comply with this policy can result in damage charges being applied to the final bill.

Upon request, your Sales Manager can make special arrangements regarding Security. Our facility cannot assume responsibility for the damages or loss of any merchandise or articles left behind in the banquet rooms or throughout our facility prior to, during, or following your event.

We look forward to sharing with you the top-quality food, service and hospitality that are customary at The Buckeye Hall of Fame Café. ***Thank you for selecting us!***