



## Marshall Hall of Fame Cafe

### Terms and Conditions

Our goal is to provide our guests with the very finest in food and service to ensure that all expectations are met. The following information answers Frequently Asked Questions regarding our policies that will make those expectations a reality.

#### **When do I receive a contract?**

After you discuss your requirements with our Group Coordinator, 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 on 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.

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

All events must be paid for in their entirety at the conclusion of the function. If extenuating circumstances exist, please complete a Request for Authorization to Direct Bill form from your Group Representative. Completed forms must be received in our Accounting Department at least ten (10) business days prior to your event. Following the processing of your request, 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.

#### **When do I need to call in my menu and details?**

To ensure the highest quality of food and service we ask that all event details be selected at least two weeks prior to the confirmed date. All food and beverages are subject to a customary 18% gratuity and current sales tax charge. (If your group is **TAX EXEMPT** we will need a completed tax exemption certificate on file **prior** to the event. State law requires all tax exempt organizations to pay with a check or credit card in the name of the organization.) **At this time we will send you a Banquet Event Order to review, sign, and return to confirm all event details.** We do require that all food and beverages (including all snacks and alcohol) be purchased through our catering department. Our catering staff can easily hand design menus to accommodate special needs or themed parties.

A guaranteed guest count is due **3 business days** before the function, no later than **3:00 PM**. If the final guest count has not been received by the deadline the bill will be prepared based on the original estimated number of attendees or the food and beverage minimum, whichever is greater. In effort to prepare accordingly, we ask that you not decrease your finalized guest count after the guarantee has been received, as we will have ordered the food based on that number. You are more than welcome to

add on to the guest count up to one business day before the function. 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 Cafe reserves the right to move any group to a more appropriate banquet room based on their number of attendees.

### **What if I have questions regarding A/V Equipment, Room Set Up, or Decorating?**

As a courtesy to our clients we provide one microphone and podium per meeting. Any additional audio visual equipment needed can be brought in on your own, or ordered through our catering department at an additional cost. This includes classroom style tables.

To ensure the success of your function, please let your catering representative know of any special room set up needs at the time the event is being detailed. Our seasoned catering and banquet professionals do their best to accommodate all requests. We do ask that nothing is affixed to the walls, floor, or ceiling with nails, staples, carpet tape, or any other substances not approved by the catering department. Failure to comply with this policy can result in damage charges being applied to the final bill.

Upon request, your catering representative 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.

*Thank you for selecting the Marshall Hall of Fame Café!*