

# CR Policies & Procedures

Thank you for considering City Club at River Ranch for your upcoming event. Please review our Policies and Procedures which outline some of the details and timelines for your review and approval. We look forward to working with you and appreciate the opportunity you have given us to be considered for your event.

## DEPOSITS, CONTRACTS AND PAYMENT SCHEDULE:

City Club requires a signed contract and a deposit to finalize and secure the space selected for all events. All deposits are NON-REFUNDABLE and will be applied towards the balance of your event. A signed copy of this contract and the deposit outlined above must be returned to City Club at River Ranch by the due date set by your Catering Professional. Once the contract and deposit are received, the event will be considered confirmed. Should the contract and deposit not be received by due date, the event space will be released.

The deposit amount due at signing is 25% of the Food and Beverage minimum, 50% is due 90 days out, and the balance is due no later than one week prior to the event. Any outstanding amounts and any additional charges incurred on the day of the event will be charged to Client's authorized credit card. A credit card is required for all events held at City Club.

Guest guarantee is due seven (7) days prior to event. If no guarantee is submitted, the expected attendance will be the guarantee. Once final guarantees are given, the count may not decrease. Increases will be accommodated when possible, but some menu items may not be available. Charges will be based upon guarantee or actual attendance, whichever is greater. City Club prepares for 5% over the guaranteed guest count. If more than 10% of the guaranteed guests are in attendance, client agrees to pay a \$500 fee for last minute arrangements. PLUS THE FULL MENU AND BEVERAGE PRICE FOR EACH ADDITIONAL GUEST.

## FOOD & BEVERAGE MINIMUMS:

	<b>Ballroom</b>	<b>Ballroom A</b>	<b>Ballroom B</b>	<b>Ballroom C</b>	<b>Evangeline</b>	<b>1100</b>	<b>Audubon</b>	<b>Grill</b>
<b>*Mon- Fri AM</b>	\$2,000	\$600	\$800	\$700	\$1,200	\$900	\$400	\$3000**
<b>Mon-Thurs PM</b>	\$4,000	N/A	N/A	N/A	\$1,500	\$2,000	\$500	N/A
<b>Friday PM</b>	\$8,000	N/A	N/A	N/A	\$2,500	\$3,500	**included	\$5,000
<b>Sat 8AM-2PM</b>	\$10,000	N/A	N/A	N/A	\$2,000	\$2,500	**included	\$5,000
<b>Sat PM &amp; Rhythms</b>	\$10,000	N/A	N/A	N/A	\$3,000	\$5,000	**included	\$6,500
<b>Sundays</b>	\$8,000	N/A	N/A	N/A	\$3,000	\$5,000	N/A	\$6,500
<b>Entire Building</b>	\$30,000							

\*For all Monday events, approval must first be obtained.

\*\*Audubon is included with 1100 Room Rental Only on Friday & Saturday (when available)

\*\*\*Monday is the only day during the week that the Grill & Bar is available.

\*\*\*\*All National Holidays will have an additional \$2,000 added to their Food and Beverage Minimum.

\*\*\*\*\*Rates are subject to increase during Holiday Seasons.

## ROOM CAPACITY:

Room capacities change depending on nature and setup of event requirements. Please discuss details with your Catering professional. Please see square footage below.

## SQUARE FOOTAGE

Ballroom	Ballroom A	Ballroom B	Ballroom C	Evangeline	Eleven Hundred Club	Audubon
4,225	720	800	720	1,380	900 excluding foyer 1400 including foyer	550

### FOOD AND BEVERAGE:

All Food and Beverage must be purchased and prepared by City Club personnel. No outside Food or Beverage can be brought into the facility. A 20% Service Charge and 8% Sales Tax are added to all Food and Beverage Charges. \*\*Please note that effective April 1st, 2015 through December 1st, 2015 there will be a state issued 1% tax increase on all events.

City Club staff and bartenders will not serve/sell any alcoholic beverage to any minor under 21 years of age nor will we knowingly serve/sell an alcoholic beverage to a parent that is planning to give the alcoholic beverage to their minor child. Staff will ask for identification if there is any uncertainty about the age of the guest.

### CANCELLATION POLICY:

In the event Client cancels the function for any reason, Club will retain all nonrefundable deposits paid. In addition, the Club will be entitled to a cancellation fee as follows:

Less than 90 days prior to the event	50% of the estimated cost of the function
Less than 60 days prior to the event	75% of the estimated cost of the function
Less than 30 days prior to the event	100% of the estimated cost of the function

All cancellations must be made in writing and submitted to your catering sales professional.

### MENU PLANNING AND SELECTION:

To enable us to provide excellent service, all events must choose from a pre-selected menu. Menu Selections must be confirmed two weeks prior to your event.

- For plated meals, up to 3 entrees choices will be permitted, provided the host gives the exact number of the entrée to be served at least one week in advance of the event. If choices are not turned in one week prior, all guests will be served the same menu item selected by City Club Catering sales personnel and Executive Chef.
- For choice menus, identifications in the form of color coded place cards should be provided by the host and placed at each seat so the wait staff can serve properly without delays. Color difference must be bold with either different colored cards or the ink in different colors with bold lettering in large font. Stickers, markings and other difficult to see items are not acceptable.
- Customized menus are available upon request. If your guest guarantees changes, your event pricing will change.

### TASTINGS:

Menu selections must be decided and submitted to your Catering Professional for a tasting to be scheduled. Once menu selections are made, the client must notify the Event Professional of four items from their menu selections that they would like to have for the tasting. At that time a credit card for the payment of \$15 per person will be charged. No more than four items may be sampled during this tasting. Tasting appointments will require a minimum two week notice and are based upon availability. Tasting must be more than one month prior to your event date. Tastings are typically scheduled Tuesday-Friday from 10:00am until 4:00pm and are not available during December, Mardi Gras season or weekends due to the high volume of events. Please contact your event professional to discuss tasting availability. Tasting for Rehearsal Dinners, Corporate Events or Plated Meals will be allowed upon request at an additional charge.

### ADDITIONAL PRIVATE EVENT POLICIES:

Room Setup: Room will be setup based on layout determined with your Catering Sales Professional. Layout needs to be confirmed at least one week prior to your event. Changes after this point cannot be guaranteed but will be allowed when possible and an additional charge may be applicable.

### GENERAL POLICIES:

City Club furniture cannot be removed or moved for any event. Although the lobby may be used for your event, this is NOT considered part of your room and furniture will remain where decided by City Club Management. For the use of the Piano, there will be a \$125 retuning fee if the piano is requested to be moved from its present location at the time of the event. Retuning will take place after the piano is put back in its designated location. Confetti, Rice, Glitter and Fake Snow are not allowed in any of the City Club banquet rooms. If these items are found, there will be a \$500 removal fee charged to the card on file. Absolutely no pins, nails, staples or tape of any kind will be attached to the walls, furniture or ceilings. There will be a repair fee if any of these items are used.

#### **ADDITIONAL TIME:**

City Club wants you to have an enjoyable experience for your event. If additional time is requested the day of your event, there will be a \$1500 charge for each additional hour over your original reserved time frame, in addition to charges for the bar to remain open, if applicable.

#### **OFFSITE CATERING:**

City Club's catering team is able to serve any function and most venues for offsite catering. Contact us for more information.

#### **DECORATING AND ENTERTAINMENT:**

All floral arrangements will be properly lined to prevent dripping or water seepage. Client is responsible for any damage to the carpet, linens or building.

#### **LINENS:**

Basic white polyester linens are included with the rental of each room. If the client desires any other linen to be used for their event, the client is responsible for renting those linens from an outside party and covering their delivery and pickup accommodations. City Club will not be held responsible for the staining or any other damages to outside rented linens.

#### **VENDOR SETUP:**

Any vendor setup time will be determined by your Catering Professional. City Club staff will not be present earlier than the time frame of the event. If staff is needed at an earlier time, this must be setup a minimum ten days prior to the event. Additional time will be permitted when possible.

#### **PERSONAL PROPERTY:**

The City Club does not have space available to store personal property, equipment or supplies belonging to, or rented by the client. All items needed for event can arrive no more than 24 hours before the start of the event and must be removed from the club at the end of the function. The City Club does not assume or accept responsibility for damage to, or loss of, property, articles or rented equipment left in the club prior to, during, or following any function. City Club is not responsible for the loss of personal property, prizes or gifts brought to the Club by Members, Guests or Attendees/Vendors; nor will the Club be responsible for lost, stolen or damaged equipment. Any damage to such property or the Club property will be the sole responsibility of the Client to cover any necessary repairs or replacement charges.

#### **HOLD HARMLESS:**

Every Member, Family Member, Guest, Attendees/Vendors or Other using the Club's facilities does so at his or her own risk, and the Club is not responsible for any injuries occurring to such persons. All Members, Family Members, Attendees/Vendors and their Guests expressly hold harmless, waive, and release the Club from any and all claims relating to or arising out of their use of the Club's facilities. The Client assumes sole responsibility for any injuries occurring to such persons.

#### **PARKING:**

City Club owns over 250 parking spaces and has an additional 150 spots within walking distance. Parking cannot be guaranteed on Thursday nights during Rhythms on the River. Please inquire about your date if you are holding an event on a Thursday evening.

#### **HOTEL ACCOMMODATIONS:**

City Club proudly offers the only AAA 4-Diamond Hotel in Lafayette, The Carriage House Hotel, located at 603 Silverstone Road Lafayette, LA 70508. For reservations, please contact the Concierge at (337) 769-8400 during their normal business hours of 7:00am to 11:00pm. Standard check-in begins at 3pm. Please ensure personal belongings and keys are obtained prior to any event or proper arrangements are made, as your catering professional will not be held responsible for such preparations.