



Policies & Procedures

Excellent customer service is our ultimate goal. With that in mind, we have set forth policies and procedures to ensure that our guests know what to expect and that all of our events & meetings can be conducted in a professional manner with safety and security in mind. Should any of the information below be unclear, please consult a member of our conference staff prior to your event or meeting.

Food and Beverage:

Our conference staff will be happy to assist you with all areas of event planning, especially food and beverage service. At this time, we are unable to permit outside food and beverage service to be brought into the facility. We ask that all food or beverage service needs be communicated to our staff prior to the event. Please note that this policy is detailed on all sales and catering contracts.

All food and beverage must be consumed on site and may not be removed from the facility. Food and Beverage prices are guaranteed 90 days prior to event date. Final guaranteed counts for food or beverage are due 72 business hours in advance of the event date. Guarantees for Monday are due on the preceding Thursday and guarantees for Tuesday are due on the preceding Friday. These counts cannot be decreased.

Facility:

We pride ourselves on our facility's condition and do whatever necessary to maintain and beautify it and it's surroundings. With this in mind, we are a strictly non-smoking facility and provide ample areas for guests to smoke outside the building. Any event or meeting not following this policy will be politely asked to leave the facility.

In addition, we are unable to permit the use of nails, thumb-tacks, push pins, staples, etc. in our walls, linens, ceiling and flooring. Should you need to hang banners or signs, please consult with our staff and we will be happy to assist you.

A catering kitchen is not available to guests. We are diligent in maintaining a sanitary environment and are unable to accept guests into the catering kitchen.

Meeting Room Set-Up & Assignments:

While a room assignment is listed on each sales and catering contract, final room assignments are not guaranteed until 24 hours prior to event date. All preferences will be honored whenever possible and will be assigned based on final guaranteed number of attendees and set-up style ordered. A fee will be applied to the master bill for set-up style changes after the original set-up has been completed.

Alcohol Policy

Policy Regarding Events requesting to serve alcoholic beverages in conjunction with a banquet room rental:

1. Cash Bars are not permitted. No money may exchange hands for alcohol on the property.
2. Client will hire a TAMS certified bartender or a bartender from A Catered Affaire to serve all alcoholic beverages. "Cabaret" or "Self-Serve" bars are not permitted. A copy of every bartender's TAM card must be given to the sales department fourteen (14) business days prior to the event date.
3. Client will provide a copy of an insurance policy to the sales department fourteen (14) business days prior to the event date. This insurance policy must show that the client named in the banquet contract has a minimum of \$500,000.00 in liability insurance for the date of the event.
4. Kegs are not permitted. Bottles or cans are acceptable. Any event caught using a keg on the property will immediately forfeit their damage deposit and be asked to leave the premises.
5. All alcohol service will end at 12:00 A.M. (Midnight)
6. Client understands that the Okemos Conference Center, the Okemos Comfort Inn and the Okemos Holiday Inn Express Hotel & Suites do not have a liquor license and therefore will not participate in any area of alcohol service.
7. Client further understands that the Okemos Conference Center does not provide any accessories needed for a bar set-up. It is the clients responsibility to provide their own cups, mixers, napkins, etc.

By Signing below, I agree to the above policies and restrictions. I understand that not following any or all of the above policies will result in full forfeiture of my damage deposit and that my event will be shut down immediately with no refund of any monies paid.

Client Signature _____ Date _____

Client Name Printed _____ Event Date _____