

GENERAL INFORMATION

General Information

All food items must be supplied and prepared by the hotel. Your entree selection, room requirements and all other arrangements must be received thirty days prior to the function. These menus are suggested for your consideration, but if you prefer, our Catering Department will be pleased to tailor a menu for your specific needs.

Beverage Service

It is our policy that all liquor, wine and beer be supplied by the hotel. It is our responsibility to enforce the legal drinking age laws of the Commonwealth of Massachusetts. If alcoholic beverages are to be served on Hotel premises or under the Hotel's alcoholic beverage license, the Hotel will require that beverages be dispensed only by the Hotel servers and bartenders. The Hotel's alcoholic beverage license requires to (1) request proper photo identification of any person of questionable age and refuse alcoholic beverage service if the person is either underage or proper identification cannot be produced and (2) refuse alcoholic beverage to any person who, in the Hotel's judgment, appears intoxicated. If a group does not exceed \$350.00 in Liquor Revenue, a \$50.00 Bartender fee will be imposed. There is a \$25.00 Cocktail Service fee for groups under 25 people.

Room Rental

Function rooms are assigned according to the anticipated number of guests. If there are fluctuations in the number of attendees, the Hotel reserves the right to reassign the banquet function rooms accordingly. The Hotel reserves the right to charge a service fee for setup of meeting rooms. A room rental fee will be charged where applicable.

Guarantees

There is a requirement that the hotel be notified of the exact number of attendees by noon, three working days prior to the event. This minimum number of guests will be considered a guarantee for which you will be charged, even if fewer guests attend the function. An increase in the guarantee number of attendees will be accepted up to 24 hours before the function, 48 hours on weekends. The hotel will be prepared to serve up to a 5% increase in attendees above the guaranteed count.

Decorations

The Catering Department is happy to assist you with decorations. The Hotel will not permit the affixing of anything to the walls, floor or ceiling with nails, staples, carpet tape or other adhesives. Please consult the Catering Department in the displaying of all materials. Our Catering Staff also will assist you with a selection of floral centerpieces for your function.

Lost and Found

The Housekeeping Department administers Lost and Found. The Hotel cannot be held responsible for damage or loss of articles or merchandise left in the hotel prior to or following your banquet or meeting. Security arrangements should be made for all merchandise set up prior to the planned event, or left unattended at any time.

Cancellations

Cancellations will result in a cancellation fee and forfeiture of your deposit.

Engineering and Audio/Visual

Special engineering and/or electrical requirements must be specified to our Catering Department at least thirty days prior to the function. Please check with your Catering Manager for additional charges. A complete list of Audio/Visual equipment is available upon request.

Minimum Guarantees

A minimum of 15 people must be guaranteed for all private meal functions to avoid a \$25.00 additional service fee.

Split Entrees

For all plated entrees, should you choose two entrees, a service charge will be added to each entree price. The Catering Department offers color-coded meal cards for your banquet if you wish.

Billing and Deposits

Billing arrangements for all events must be made in accordance with hotel policies. All requests for direct billing must be submitted to our Credit Department 21 days in advance. If a deposit is required, it becomes non-refundable once received by the hotel. All functions without direct billing must be pre-paid 72 hours prior to event or guaranteed to a major credit card.

Shipping and Receiving

If it is necessary for you to ship materials to the hotel, it is imperative that you should observe the following instructions to ensure proper handling of your meeting materials. Each item should be clearly marked with the following information:

1. Organization name and the name of the meeting planner
2. Date of the event
3. Name of your Catering Department contact.

Boxes, packages and display materials will be accepted no earlier than 48 hours prior to your scheduled event. Please advise your hotel contact of any special arrangements or requirements concerning your materials. In addition, a labor charge will be assessed if hotel assistance is required for unloading vehicles and/or moving items to storage areas. The hotel must be advised of any items over 100lb that will be displayed in any function room.

Security

If, in the sole judgment of the hotel, security is required in order to maintain order due to the size and nature of your event, the hotel may require you to provide, at your expense, uniformed or non-uniformed security personnel. Any and all provisions for security personnel must be arranged through the hotel. The hotel shall have final approval on any and all security personnel to be utilized during the function.

Liability

The Holiday Inn Tewksbury/Andover reserves the right to inspect and control all private functions. Liability for damage on the premises will be charged accordingly. The hotel cannot assume responsibility for personal property and equipment brought onto the premises.