

GENERAL INFORMATION

FOOD SERVICE

All food items must be supplied and prepared by the Hotel. Food is not permitted to be brought into the Hotel's function rooms from outside the Hotel. Hotel policy prevents the packaging and taking home of any food leftover from a meal or snack. The number of guaranteed guests attending gauges the preparation and planning of each meal, which offers each attendee an abundance of choices. A 90 minute maximum service time applies to all catering service. Consuming raw or undercooked meats, seafood, shellfish or poultry may increase your risk of food borne illness, especially if you have certain medical conditions. Prices quoted are subject to change without notice, all prices are guaranteed 90 days prior to the function. All food and beverage prices are subject to a 20% administrative fee and applicable state sales tax. Luncheon menus are available for service 11:30am-3:00pm only.

MENU SELECTIONS

Final menu selections need to be submitted at least three weeks prior to the event. In the case of short-term bookings of less than three weeks, final menu selections need to be made at the time of booking.

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.

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 \$75.00 Bartender fee will be imposed.

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 and is subject to applicable state tax.

HIGH SPEED INTERNET SERVICE

Wireless high speed internet access is available in the lobby, guest rooms and meeting rooms on a complimentary basis. Equipment rental needed for wired High Speed Internet Service is available at a cost. Arrangements must be requested 48 hours in advance. Equipment rental is subject to 20% administrative fee and applicable state tax.

ENGINEERING AND AUDIO VISUAL EQUIPMENT

Special engineering and/or electrical requirements must be specified to our Catering Department at least two weeks prior to the function. Please check with your Catering Manager for additional charges. A complete list of Audio Visual equipment is available upon request. All Audio Visual prices are subject to a 20% administrative fee and applicable state tax.

PHOTOCOPY AND FAX SERVICES

Copy service is available at the Front Desk. The charge for hotel guests is \$.15 per copy. Facsimile (FAX) service is available for your convenience. The hotel fax number is (978) 640-0623. There is no fee for incoming faxes. Outgoing faxes within the United States are \$5.00 for the first three pages. Additional pages are \$1.00. Outgoing international faxes are \$10.00 for the first three pages and \$1.00 for each additional page.

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.

All prices are subject to 20% administrative fee and applicable state sales tax.

The Holiday Inn Tewksbury / Andover
Four Highwood Drive • Tewksbury, Massachusetts 01876 • (978) 640-9000
www.TewksburyHotelandEvents.com

GENERAL INFORMATION

SIGNS, BANNERS & DECORATIONS

Please consult the Catering Department for assistance in the displaying of all materials. The hotel reserves the right to approve all signage in the banquet and meeting rooms, as well as all public areas. No signs are allowed on the guestroom floors, elevators, or the exterior of the building. All signs and banners must be professionally printed. All signs must be displayed on an easel. The Hotel will not permit the affixing of anything to the walls, floor or ceiling with nails, staples, push pins, carpet tape or other adhesives. Banners may be hung in pre-approved locations for a fee of \$50.00 each, and must be arranged in advance. The Hotel reserves the right to charge a fee to cover damage to walls if any unapproved banners or display materials are hung.

SPLIT ENTREES

For all plated entrees, one entrée should be chosen. Should you choose two entrees; a \$2.00 service charge will be added to each entree price. Should you choose three entrees; a \$3.00 service charge will be added to each entrée price. The hotel does not permit a larger split than 3 entrees. 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.

CANCELLATIONS

Cancellations will result in a cancellation fee for each meeting day cancelled to cover lost revenue. If the event is cancelled within 72 hours of start date, additional charges may apply to cover ordered or prepared items. Cancellations will also result in a forfeiture of your deposit.

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 your 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.

LABOR FEES

All meeting/banquet rooms are set according to the banquet event orders (BEO's). Should a meeting/banquet room set-up be requested to be changed after the set-up is already executed, a set-up fee of \$3.00 per person per the guarantee attendance will be applicable. A \$50.00 labor fee will apply for disposal of items left by client. Labor fees are subject to 5% MA state tax.

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. Security arrangements should be made for all merchandise set up prior to the planned event, or left unattended at any time.

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