

## POLICIES

### WHAT IS INCLUDED

When you select The Norland as the venue for your event, we include all of the following in our pricing: Full set up of all tables and chairs, full service staff, china plates, silverware, water glasses, coffee cups, serving utensils, linen tablecloths, linen napkins, full skirting and décor of buffet tables, set-up and tear-down of food & beverage stations, clearing of tables after meal, and clean up of venue space. The client is responsible for removing any items that they have brought in.

### DEPOSITS

A non-refundable deposit will be required to guarantee your booking. The deposit schedule will be indicated on your contract.

### MENU SELECTION & FINAL EVENT DETAILS

All menu items selected and final event details such as timing, set up, linens, etc must be in place no later than 14 days prior to event.

### BANQUET EVENT ORDERS (BEO'S)

Once final menu and details are agreed upon, your Catering Coordinator will provide you with a finalized BEO. It is your responsibility to review this form carefully to ensure accuracy of all details of your event- as this is what our Catering Staff and Chefs will follow for instructions. If you see any errors or discrepancies on this document - please advise your Catering Coordinator immediately.

### GUARANTEED NUMBERS

A guaranteed MINIMUM number of guests MUST be established when booking your event date to ensure we have the appropriate size of room, number of staff etc. We require the guaranteed guest count no later than 3 business days prior to the event. You will be charged for this guaranteed amount, or the actual number of guests that attended, whichever is greater. Please refer to your contract for more details regarding this topic.

### PAYMENTS FOR EVENTS

All event charges are subject to 5% GST and 16% Service Gratuity Fee. All events require a Credit Card Authorization for deposit and final payment in advance unless a direct billing account is in place for your company or organization. If direct billing has been arranged and approved, an invoice will be prepared and emailed the first business day following your event and is due upon receipt. If the invoice is to be directed to someone other than the booking contact—please advise us of this prior to event. All weddings and private social events are to be paid in full 3 business days prior to the event date.

### CANCELLATION POLICY

Should it be necessary to cancel your event, please inform your Catering Coordinator as soon as possible. Please see your contract for full details on cancellations - all deposits are non-refundable.