

Twin City Quarter Banquet & Catering Policies

We thank you for selecting the Twin City Quarter (TCQ) to host your event. Our Catering and Event Planning Managers are ready to assist you with all aspects of your event. We ask that you take a few moments to familiarize yourself with the following policies. This information is intended to assist you in planning a successful event and familiarize you with our services. All space reservations and agreements are made upon and subject to the rules and regulations of the Complex and the following terms and conditions:

Audio Visual & Technology Services

ITA, our in-house preferred vendor, offers a complete line of state-of-the-art audio visual equipment as well as a trained, professional staff. Arrangements for equipment can be made through your catering or conference services manager; however, should you find it beneficial to consult with our in-house AV staff, we will be happy for you to do so.

Food & Beverage

TCQ is the only licensee authorized to sell, serve or distribute any food and beverage within the public areas of the complex. No food or beverage of any kind may be brought into public areas of the complex without prior written permission.

- Your original contractual attendance may decrease by a maximum of 10% without obligation or fee assessment prior to guarantee deadline. Should the original numbers decrease by more than 10%, the variance will be billed based on average check prices.
- TCQ requires a bartender for all events where alcohol is served. Bartenders are billed at \$55.00. (Bartender fees will be waived if sales exceed \$500 per bar.) In order to consume/purchase alcohol, proper identification may be required to verify age. We reserve the right to refuse service to any persons who do not display identification or may appear intoxicated.
- Meeting & banquet rooms are assigned based on the anticipated number of guests. TCQ reserves the right to move meeting and banquet rooms other than those appearing on the Banquet Event Order (BEO). If the number of guests or set-up requirements changes, a more suitable room may be assigned. Additional meeting room rental fees may apply if group attendance falls below the estimated attendance at the time of booking. Changes to a room set at the request of the on-site contact once the room has been set per the approved Banquet Event Order will be assessed a change fee.
- Menu prices will be confirmed 90 days prior to your event date. Our Catering and Event Planning Managers will be pleased to customize any menu to better serve your needs. Menu prices are subject to an 20% service charge and applicable sales tax.
- Menu selections are due 3 weeks prior to the event arrival date. If you do not provide menu selections to your conference services manager by this date, a chef's choice selection will be assigned for the event. (Chef's choice selections are mid-priced entrees and are selected based upon other menus being prepared for that meal period.)

Food & Beverage – con't.

- Attendance guarantees are due 72 business hours prior to the event date and are not subject to reduction. Please note that the complex will prepare to serve 5% over your guaranteed number of attendees. *(Up to guarantees of 400 attendees. Where attendance exceeds 400, we will prepare for an additional 20 attendees per event.)* If our catering or conference services staff is unable to secure guarantees from you within this timeframe, your estimated number of attendance provided during the event planning process will become your guarantee. Requests to increase attendance after the final guarantee is given may result in an alternate menu for additional meals.
- If the client delays an event for more than 30 minutes past the contractual start time, the hotel will not be responsible for the quality of food or preparing additional food replacement. The client will be responsible for additional labor associated with the delay and overtime on banquet servers will be charged if the function has gone over the contracted time.
- Cancellation of any event must be made both verbally and in writing to your catering or conference services manager. Should cancellation of a food and beverage event occur, the terms of cancellation outlined in your contract will apply.

Ice Sculptures, Florals, Centerpieces & Arrangements

With advance notice, ice sculptures can be provided at an additional charge. Arrangements for freshly cut flower centerpieces can be made through the catering or conference services department and designed based upon your budget.

Exhibits, Decorations & Signs

- Hollins Exposition Services is the preferred vendor for tradeshow, displays and exhibits in the complex and offers a complete line of tradeshow and exhibit equipment. Please coordinate contacting Hollins through your catering or conference services manager.
- All displays and exhibits must conform to the City of Winston-Salem's fire code regulations. The Complex does not permit the affixing of anything to walls, floors, or ceilings of rooms with nails, staples, tape or any other substance. All signs must be of professional quality and have written approval for placement.

Shipping & Receiving

INCOMING PACKAGE RECEIVING

The Hotel will not accept packages more than (three) 3 days prior to the start of the function. If boxes, etc. should arrive prior to our three (3) day allocation, a charge of the following will be added to your account balance: letter package – no charge; small boxes - \$5.00; large boxes/trunks - \$25.00 each per day; Pallets (not to exceed 1,500 pounds) - \$75.00 each per day. Pallets larger than 1,500 pounds will not be accepted by the Hotel. The Meeting Planner will receive their first ten (10) boxes at no charge; thereafter, the fees above will apply unless arrangements have been made prior to your function, in writing or via e-mail, to your Hotel Event Service Manager.

INCOMING PACKAGE RECEIVING-con't.

Packages and labels should be addressed to the Hotel as follows:

Receiving Department
c/o Your Organization and the Name of the Person in Charge
Hotel Event Service Manager
Date of the Function
Location (i.e.; Marriott Hotel, Embassy Suites, Benton Convention Center or TCQ)
425 North Cherry Street
Winston-Salem, NC 27101
Packages should be marked "Hold for Arrival"

All deliveries will go through the Hotel's Shipping and Receiving Department. Packages and boxes can be retrieved by calling the Shipping and Receiving Department during their hours for operation.

OUTGOING PACKAGE RECEIVING

All outgoing packages must have a "Request for Shipment Form" and an Airbill filled out completely by the requesting party. International packages must have an International Airbill and a "Certificate of Origin" form filled out completely before shipment. These forms may be obtained from the Hotel's Shipping and Receiving Department.

All packages to be shipped from the Hotel must be called into the Shipping and Receiving Department by 1:00 p.m. Monday through Friday. Federal Express and Airborne Express shipments received after this time will be shipped the next business day. UPS package pickup is every morning before 12:00 noon. Each package/box must be packed and sealed with mailing labels. Boxes, tape, and packaging materials, including labels, Federal Express boxes are available for purchase through the Front Desk or Hotel Shipping and Receiving Department. No shipments containing chemicals will be accepted. The Federal Department of Transportation has established extensive laws for the shipment of chemicals and the Hotel does not have the labels and disclosure forms to comply with these laws. The Federal fine is \$25,000.00 for each violation. No packages will be shipped C.O.D.

The Complex will not be liable in an amount in excess of \$100 or the actual value of the contents for any package accepted. Special arrangements should be made in writing in the event you require coverage for greater value.

Personal Property

TCQ does not assume or accept responsibility for damages to or loss of any equipment, materials, or personal property left in the Complex prior to, during or following any function. Arrangements can be made for the security of merchandise, exhibits or displays. Please ask your catering or conference services manager for details.

Liability and Damages

As a patron, you will be responsible for any damage to any part of the Complex during the period of time for your event and the setup/teardown of the event and for any persons under your control or contractors hired for your organization. TCQ will not permit loud, vulgar, or lewd behavior on the part of any of the above mentioned. The hotel will require one security guard per 50 people for those functions in which Complex management feels that security is warranted.

TCQ reserves the right to cancel any event if management decides that there has been a misjudgment or misrepresentation in the booking, or if the group's intentions appear to be controversial or destructive to the Complex. TCQ may also terminate the agreement if circumstances are encountered that make it inadvisable to provide facilities to hold the event.

Patrons are fully responsible for any injury to any and all persons arising from the use of the Complex's premises by acts of Patron(s), its agents, employees, guests, licensees or

invitees, except those caused by the negligence of the Complex, its agents or employees. Patron(s) shall indemnify, defend, hold and save the Complex harmless from all loss, liability, actions or damages of every nature and kind arising or caused from or on account of the use of the Complex's premises by Patron(s), its agents, employees, guests, licensees or invitees, except those caused by the negligence of the Complex, its agents or employees.

Payment & Billing

All charges are to be paid in advance unless previous billing arrangements have been approved. Direct Billing Applications must be received no less than 30 days prior to your event and are subject to the approval of our Controller. Social events are not eligible for Direct Billing approval. All non-direct billing accounts will require a valid credit card and deposit at the time of contract. All social and pre-payment accounts require payment in full of estimated charges three (3) business days prior to the event.

All banquet checks will require a signature by the event contact at the conclusion of the day's events.

Force Majeure

The performance of this agreement by either party is subject to acts of God, war, government regulations, disaster, strikes, civil disorder, terrorism, complete curtailment of transportation, or impossible to substantially perform this agreement. In such an event, the party canceling pursuant to this section shall give prompt notice. The party seeking cancellation of performance under this provision must exercise due diligence and take all reasonable steps to avoid, remove and overcome the effects of the force majeure event.

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I acknowledge receipt of the above policies and agree to their terms:

Signature of Client

Date

Event Name

Date of Arrival