

General Information

Shipping Receiving and Storage

Minimal boxes of material or supplies may be delivered 2 business days prior to your event. Boxes must be marked and addressed properly. Storage fees may apply. We do not accept COD.

Display Materials

To avoid damage, use of tape/tacks/ nails, etc. is prohibited. Repair/maintenance fees of \$40/hour will apply for chipped paint or damages.

Function Room Assignment

Should the attendance and/or set up requirements change, a more suitable function room will be assigned and room rental will change accordingly.

Menu Selection

Required three weeks prior to ensure availability of selection, proper staffing and co-ordination of your function. Menus are to be identical for all guests attending. Special dietary concerns (in limited quantities) must be arranged in advance to ensure the proper replacement meals. The guests with special meals are to be identified prior to the service commencing.

Food

The Quality Inn West Edmonton prohibits any food or beverage to be brought in or removed from the Hotel due to the City and Provincial health regulations. The hotel does not allow take out containers or unconsumed food to be taken from the venue due to health regulations.

Beverages

Quality Inn Edmonton is responsible for all beverage sales and service in accordance with the Alberta Liquor Control Board. **All alcohol served in a licensed public area will be supplied by the Hotel.** *The corridors, lobby or courtyard are not licensed and alcohol is not permitted in these areas. Alcoholic beverages must be consumed & kept inside the banquet rooms at all times.

Space

Space for the event is booked only for the times indicated. If you require additional set up or take down time, please specify at the time of booking. Beverage and music service must be closed at 1 a.m.

Sound systems (P.A. Systems [LP1] [LP2] or music) must be kept at minimum volume level.

Taxes and Gratuities

17% Gratuity/Service fee and 5% GST is added to room rental, food and beverages.

Prices

Prices are subject to change. All prices quoted are guaranteed for a minimum of 60 days.

Deposits

A non refundable deposit is required at the time of booking.

Cancellation Policy

Minimum 5 business days' notice is required for cancellation by either party. Less than 5 days' notice, 1 day rental fee, + 17% gratuity & GST is charged. **For events with meals, we require a minimum 1 months' notice and the deposit is retained.**

Guarantee

For all events with food ordered, a guaranteed number of guests must be advised to the catering office no later than 3 business days in advance. If no guarantee has been provided, the billing will reflect the original number of people at the time of the booking or the actual number of guests, whichever is greater. If attendance falls below the confirmed number, the event coordinator is responsible for paying for the guaranteed number. The guarantee cannot be decreased by more than 25% of the expected number of guests. \$100 rental will be charged for all meal functions with less than 20 people guaranteed. Please provide at least 3 business days' notice of room set up changes.

Security/Noise Complaints

The hotel reserves the right to inspect & control all functions. Liability of damages/complaints will be charged accordingly. The convener for any function is held responsible for the other members of their group. The Hotel is not responsible for personal property/equipment brought into the hotel. Personal effects/equipment must be removed from meeting rooms at the end of each day. Sound levels must be kept to a minimum in order not to disturb surrounding meeting rooms and guestrooms above. Excessive volume levels will not be tolerated and event will be closed down immediately.

Agreed & Understood _____

Date: _____