

# Disclaimer



## FOOD AND BEVERAGE

Current prices are indicated on the enclosed menus. All food and beverage prices are guaranteed 90 days from the date of the function. All food and beverage must be supplied by the resort. Your event manager will be happy to suggest and design menus at your request that will meet your group's specific needs, which may not be addressed in the following menu selections.

## SERVICE CHARGES AND TAXES

In addition to the charges stated in this guide, the resort will add the customary 22% service charge for all indoor events, a 24% service charge for all outdoor events and 5.5% state and local taxes on all resort services, food and beverages. Service charges are subject to change.

## GUARANTEES

In order for your event to be a success, the guaranteed, or exact number of people expected will need to be given to the event manager three (3) business days prior to your function. If fewer than the guaranteed number of guests attend the function, the final guaranteed number is still billed. For every function, the resort will set and prepare food for 5% above your guaranteed number. If no guarantees are given, the number on the contract will be used as the guarantee.

## MENU PREPARATION

To ensure every detail is handled in a professional manner, the resort requires your menu selections and specific requests to be finalized 21 days prior to your event. You will receive a banquet event order on which you can make additions or changes and return it to us with your confirming signature.

## BEVERAGE SERVICES

A full array of beverage services are available at the resort. The resort is the only authorized licensee able to sell and serve liquor, beer and wine on the premises. No beverage of any kind may be brought into the resort by patrons or guests. In compliance with the Wisconsin Liquor Laws, no alcoholic beverages may be served or sold to any person under the age of 21 or after 2:00am.

## AUDIO VISUAL

The Event Technology Department at Grand Geneva Resort & Spa provides the latest in presentation equipment and services, maintained by American Audio Visual Center, the Extreme Customer Service Company.

Our dedicated onsite team will work with you to ensure that your events are properly planned and executed, with a common goal of complete satisfaction and flawless execution. We have a variety of packages to offer, including décor lighting, sound systems and video playback equipment. For additional information, contact American Audio Visual Center at (262) 249-4727, visit us online at [www.aavc.co/gg/](http://www.aavc.co/gg/) or email [ggav@grandgeneva.com](mailto:ggav@grandgeneva.com).

## EVENT PROVISIONS

In addition to providing our fine silver, glassware and china, each banquet room is complimented with banquet cloth chairs, tables with white linen and votive candles. You can enhance your event with white wood chairs or Chivari chairs, floor length linens, table overlays and centerpieces for an additional fee. Your Event Manager will be happy to suggest additional enhancements for your event.

## VENDOR SERVICES

A pre-determined time for setup or delivery of décor must be established 7 days in advance of your function. We ask that the vendors you contract with are made aware that they need to contact the event manager to review these details. The resort will not permit the affixing of items to walls, floors or ceilings with nails, staples, tape or any other substance, unless approval is given by the Events Department.

## CANCELLATION

Event manager will follow the pre-established cancellation fees of the signed contract.

## REVENUE MINIMUMS

A food and beverage minimum amount is determined for each event and varies depending on the number of guests, location and date. The food and beverage minimum does not include taxes, service fees, facility fees, décor or other related items.

## OFF PREMISE CATERING

Our Banquet Department can create sophistication and elegance at several locations throughout the resort. Our experienced team will be pleased to help you arrange your special event.

## HOTEL POLICY

The resort is not responsible for lost, stolen or misplaced items brought into the hotel. Please assign a personal attendant to gather the items you want to keep. To ensure the safety of all of our guests and to comply with local health regulations, Grand Geneva does not permit food or beverage to be brought into or removed from our property.