



## **Policies and Guidelines**

### **Food and Beverage Service**

All food and beverage consumed must be purchased through the Hilton Garden Inn Ames, with the exception of specialty cakes and mints. No food and beverage may be removed from the property once it has been prepared and served. These policies are dictated by food safety and licensing laws. The Hilton Garden Inn Ames reserves the right to change menu prices up to 90 days before the event. Any price changes will reflect increase in cost of product only and will not increase by more than 7%. All food and beverage items are subject to a 22% service charge and applicable sales tax.

The Hilton Garden Inn will not serve alcoholic beverages to anyone under the legal drinking age (21 years old), or parties considered to be under the influence of alcohol. No outside liquor, beer or wine may be brought onto the premises. A bartender fee of \$75.00 per bartender will be charged.

### **Room Access**

The Hilton Garden Ames guarantees access to your function space 6 hours prior to the event start time. More time will be provided at no extra charge, when possible, but cannot be guaranteed. If you would prefer to purchase additional guaranteed time, please contact the Sales Department. All activities must be completed by 11:00 pm the day of the event. Noise levels must be kept to a respectable level. One warning will be given for excessive noise, the second time will result in the ending of all music, etc. Advance delivery of materials, equipment, decorations, etc. must be coordinated through the Sales Department and may be subject to storage charges. The Hilton Garden Inn Ames requires all decorations and decorating to be pre-approved, including but not limited to use of candles. Items hanging from the ceiling must be approved and will be hung by hotel staff at an additional charge. Confetti and glitter is NOT allowed, or there will be an additional fee assessed.



## **Guest Room Blocks**

The Hilton Garden Inn Ames can hold a block of rooms based on availability for your wedding guests. The block can be held up until 4 weeks prior to the arrival date. Individuals must request the group name when making reservations. Any rooms remaining in the block after the release date, will be returned to hotel inventory. Reservations made after this date will be based on availability, and the group rate no longer applies.

## **Deposits and Payments**

We require a non-refundable deposit of \$500.00 due with the signed contract. The deposit will be used to confirm your banquet space on the agreed upon contracted date. Catering requirements must be confirmed 3 months prior to the contracted dates. Thirty days before the contracted dates, 50% of the estimated total revenue of food and beverage must be paid (minimum revenue requirements applied to Bridal Package). Seventy-two hours before the contracted date, and with the final guarantee of attendees, the estimated remaining revenue balance must be paid in full with a credit card, cash or money order (personal checks not accepted). A valid credit card authorization on file is also required for additional charges incurred during the event. Any overpayment will be refunded to the client by the 5<sup>th</sup> business day following the event.

## **Guarantee**

An estimated guarantee of your numbers is required two weeks before your event date. A final guarantee of the number of persons attending your event is required at least three days prior to your function date. The guarantee is not subject to reduction. If no guarantee is received, the contracted number of guests will be considered the guarantee.

**Please contact our experienced Wedding Coordinator, Charmian Stewart, for a personalized tour and a complimentary consultation.**