



Catering and Banquet Policy

This is our standard policy and it applies to our catering, banquets, VIP and private parties throughout the facility.

Guaranteed Attendance

For groups up to 25: Final count for an event must be received two full working days (when applicable) prior to the event. This count becomes your guaranteed number and is not subject to reduction. Increases to your guaranteed number above 10% are subject to approval.

For groups above 25: Final count for an event, which becomes your guaranteed number when calculating the bill, must be received three full working days prior to the event. If attendance falls below 80% of the guaranteed number, 95% of the total bill will be charged. If attendance is more than 10% above the guaranteed number, we will make every effort to accommodate your group. However, we cannot guarantee availability of additional items as specified in the original order and will substitute accordingly.

Food and Beverage

All food and beverages will be prepared and supplied by our catering department or authorized outside catering. Please consult with the Catering Advisor for special needs. Any leftover food or beverage remains the property of the catering department.

Alcohol

All alcohol beverages will be provided by Arlington Entertainment Complex. We reserve the right to card and/or refuse service at any event. We reserve the right to close the bar service.

Gratuities

A 20% gratuity will be added to the total bill, guests are welcome to tip extra at their discretion.

Late Bookings

We encourage placing your order as early as possible. A minimum of two weeks planning is required for some meals. We reserve the right to refuse to provide specific items that are requested late or exceed our capacity to provide the service.

Late Arrival/Extended Meals

Meals are served promptly as scheduled. We allow 1.5 hours of service for breakfast and lunch and 2 hours for dinner. A charge of \$50 per each extra 15 minutes for each 100 guest will be added to your final bill.

Payment

Payment may be made in cash, credit card, or checks payable to *Arlington Banquets*. All applicable state sales tax will be added

Deposit

A \$1500.00 nonrefundable deposit is due along with the signed contract to hold and secure your event date. If your total event is less than \$1500.00 then 50% of your total is due to hold and secure your date, which is nonrefundable.

Cancellation Fee

For groups up to 25: Any cancellation received 1 work day prior to the event date will be accepted without charges. Cancellation on the day of the event will result in a charge of 50% of the total bill.

For groups 25 to 99: Any cancellation received 5 working days prior to the event will result in a charge of 50% of the total bill. Cancellations on the day of the event will result in a charge of 100% of the total bill.

For groups above 100: Any cancellations received 2 weeks prior to the event will result in a charge of 30% of the total bill. Cancellations received 1 week prior to the event will result in a charge of 50% of the total bill. Cancellations within 4 days of the event will result in a charge of 100% of the total bill.

Wedding Reception Cancellation

Cancellations received 60 to 90 days prior to the event will result in a 30% charge of the total bill.

Cancellations received 30 days to 59 days prior to the event will result in a 50% charge of the total bill.

Cancellations received 29 days or less prior to the event will result in a 100% charge of the total bill.

Loss and Damages

We reserve the right to charge for any damaged or missing equipment attributed to individuals attending a catered or banquet event. The client shall be responsible for any loss/damage to properties or items rented on client's behalf for use during the event. The client, as well as person(s) involved, will be held responsible for the behavior of themselves and their guests resulting in any violation of federal, state, or local laws which may result in and loss or damage to the property, lost of income, fine and penalties as result of the misconduct. A credit card number is needed to ensure funds for damages, if they do occur.

_____	_____
Client Signature	Arlington Complex Employee Signature
_____	_____
Credit Card Number	Name on the Credit Card
_____	_____
Expiration Date	3 Digit Number on Back of the Card
_____	_____

Mailing Address for Cardholder