

# Banquet

## POLICIES & PROCEDURES

The staff and management at Canaan Valley Resort & Conference Center are pleased to host your catered function(s). Following is information you will find helpful when planning a successful event.

**MENU SELECTION, FINAL DETAILS AND GUARANTEE:** To ensure the availability of your selection, please submit your menu at least 30 days prior to the date of your function. A **minimum** number of attendees must be submitted 15 days in advance of your function. This number will be considered a minimum guarantee and may be increased, but not decreased. This will be the figure used to prepare your bill even if fewer guests attend. An increase in numbers will be permitted up to 72 hours prior to your scheduled function and will be reflected at the time of billing.

**FOOD:** All food and beverage items must be supplied, prepared, and served by CVR. Food

and beverages cannot be brought into any banquet room/meeting room from sources outside of CVR, excluding wedding cakes. No food and beverage may be removed from the function room.

**BEVERAGES:** The West Virginia Liquor Control Board regulates the service of all alcoholic beverages. CVR, as a Licensee, is responsible for the administration of and adherence to these regulations. Therefore, all liquor, wine and beer must be supplied and served by CVR. CVR will request proper identification (Photo ID) of any person of questionable age and refuse alcoholic beverage service if the person is under age or proper ID cannot be produced.

**ROOM AND MEAL AVAILABILITIES:** Food and beverage breaks will be made available to attendees 15 minutes prior to the agreed start time. All meal functions will be available at the agreed start time. A request for early start time and extended time is at the discretion of CVR staff based on other functions taking place. Extended usage of meeting and function space could incur additional charges. Decorations are the responsibility of the group.

**SIGNAGE:** All displays, exhibits, decorations, signs, banners, posters, directional signs and any other items must conform to the rules and regulations of CVR and the West Virginia State Park Building Code and Fire Ordinances, and should be free standing without attachments to walls, ceilings or floors. Floating displays are not permitted in Bear Paw Lodge.

**\*\*PAYMENT POLICY:** Billing arrangements for all events must be made in accordance with Canaan Valley Resort and Conference Center policies. Our accounting department must authorize all requests for direct billing. Deposits are required to initiate function agreements if authorization for direct billing has not been established. Additional deposits may be required prior to event. When a major

credit card is used for payment, a credit card authorization form must be completed prior to the event.

An estimated bill will be presented for pre-payment on all social functions. Pre-Payment is due three (3) business days prior to the event and a credit card is required as guarantee for any additional charges incurred during the function.

An additional deposit equal to 50% of estimated F&B is required 30 days prior to function date.

**\*\*CANCELLATION POLICY:** Cancellations received at least three months prior to the function date will forfeit 50% of deposit. Cancellations received between one month and three months prior to function date will forfeit 80% of deposit. Cancellations with less than a one-month notice will forfeit total estimate of charges for the function.

**SERVICE CHARGES, OTHER FEES AND TAXES:** All food and beverage charges are subject to 20% service charge and 6% sales tax. Bartender fees, cocktail server fees, and other fees will be charged as applicable.

**SHIPPING AND HANDLING:** All shipments are received at our warehouse. Please include the following: The name of the person, group affiliation, and the pick-up date. The warehouse is open Monday thru Friday, 8am - 4:30pm. When shipping materials, make sure all paperwork is complete, material is packed and sealed ready for shipment. We request that shipment not be sent more than three working days prior to event date. For materials larger than three feet long or weighing in excess of seventy pounds, please call our warehouse at 304-866-4121, extension 2663 for special receiving instructions. Federal Express delivery is Monday - Friday at 5pm. UPS delivery is Monday - Friday at 10am. Please note that Federal Express and UPS do not deliver or pickup on Saturday and Sunday at Canaan Valley Resort.



800-622-4121

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