

# Policies & Procedures

Thank you for considering City Club at River Ranch for your upcoming event. Please review our Policies and Procedures which outline some of the details and timelines for your review and approval. We look forward to working with you and appreciate the opportunity you have given us to be considered for your event.

## DEPOSITS, CONTRACTS, & PAYMENT SCHEDULE

City Club requires a signed contract, credit card on file, and a deposit to finalize and secure the space selected for all events. All deposits are **NON-REFUNDABLE** and will be applied towards the balance of your event. A signed copy of the contract, credit card form, and the deposit outlined above must be returned to City Club at River Ranch by the due date set by your Catering Professional. Once the contract, credit card form, and deposit are received, the event will be considered confirmed. Should the contract, credit card form, and deposit not be received by due date the event space will be released.

The deposit amount due at signing is 25% of the Food and Beverage minimum, 50% is due sixty (60) days out, and the anticipated balance is due no later than thirty (30) days prior to the event. The final balance is due no later than two (2) weeks prior to the event. Any outstanding amounts and any additional charges incurred on the day of the event will be charged to the Client's authorized credit card.

## GUEST GUARANTEE

Guest guarantee is due no later than fourteen (14) days prior to event. If no guarantee is submitted, the expected attendance listed on the contract will be the guarantee. Once final guarantees are given, the count may not decrease. Increases will be accommodated when possible, but some menu items may not be available. Charges will be based upon guarantee or actual attendance, whichever is greater. Every dining guest of your event counts towards your final number. This includes but is not limited to: children, band members/DJ, photographers and additional vendors. City Club prepares for 5% over the guaranteed guest count. If more than 10% of the guaranteed guests are in attendance, client agrees to pay a \$500 fee for last minute arrangements, PLUS THE FULL MENU AND BEVERAGE PRICE FOR EACH ADDITIONAL GUEST.

## FOOD AND BEVERAGE MINIMUMS

	BALLROOM	BALLROOM A	BALLROOM B	BALLROOM C	EVANGELINE	1100	AUDUBON	GRILL & PATIO
Tues-Fri AM	\$2,000	\$600	\$800	\$700	\$1,200	\$1,000	\$500	\$5,000
Tues-Thurs PM	\$4,000	N/A	N/A	N/A	\$1,500	\$2,000	\$500	N/A
Friday PM	\$8,000	N/A	N/A	N/A	\$2,500	\$3,500	**included	\$10,000
Sat 8AM-2PM	\$10,000	N/A	N/A	N/A	\$2,000	\$2,500	**included	\$5,000
Sat PM	\$10,000	N/A	N/A	N/A	\$3,000	\$5,000	**included	\$7,000
*Sunday & Monday	\$10,000	N/A	N/A	N/A	\$5,000	\$5,000	**included	\$7,000
Entire Building	\$30,000							

\*For all Sunday and Monday events, approval must first be obtained.

\*\*Audubon is included with 1100 on Friday & Saturday (when available).

\*\*\*Rates are subject to increase during Holiday Seasons, National Holidays, and Rhythms on the River.

## CANCELLATION POLICY

In the event Client cancels the function for any reason, City Club will retain all non-refundable deposits paid. In addition, the Club will be entitled to a cancellation fee as follows:

- Less than 90 days prior to the event - 50% of the estimated cost of the function
- Less than 60 days prior to the event - 75% of the estimated cost of the function
- Less than 30 days prior to the event - 100% of the estimated cost of the function

All cancellations must be made in writing and submitted to your Catering Professional.

## ROOM CAPACITY & SET UP

Room capacities change depending on the nature and setup of event requirements. Room will be setup based on layout determined with your Catering Professional. Layout needs to be confirmed at least two (2) weeks prior to your event. Changes after this point cannot be guaranteed but will be allowed when possible and an additional charge may be applicable. Please see square footage below.

## SQUARE FOOTAGE

BALLROOM	BALLROOM A	BALLROOM B	BALLROOM C	EVANGELINE	1100	AUDUBON	GRILL
4,225	720	800	720	1,380	900 excluding foyer 1400 including foyer	550	1,584

## FOOD & BEVERAGE

All Food and Beverage must be purchased and prepared by City Club personnel. No outside Food or Beverage can be brought into the facility, with the exception of celebration items such as cakes and cupcakes, unless approved by your Catering Professional. A 22% Service Charge and 8.45% Sales Tax are added to all Food and Beverage Charges. City Club staff and bartenders will not serve/sell any alcoholic beverage to any minor under twenty-one (21) years of age nor will we knowingly serve/sell an alcoholic beverage to a parent that is planning to give the alcoholic beverage to their minor child. Staff will ask for identification if there is any uncertainty about the age of the guest. Beverage packages are priced out per person. Prices include one (1) bar per 100 guests. Additional bartenders are available at \$150 per bartender. City Club has a NO shot policy for all private events.

## MENU PLANNING & SELECTION

To enable us to provide excellent service, all events must choose from a pre-selected menu. Menu Selections must be confirmed two (2) weeks prior to your event.

- For plated meals, up to three (3) entrée choices will be permitted, provided the host gives the exact number of entrées to be served at least two (2) weeks prior to the event. If choices are not submitted two (2) weeks prior, all guests will be served the same menu item selected by City Club Catering Professional and Executive Chef.
- Customized menus are available upon request.

## TASTINGS

Tastings are scheduled Tuesday-Friday from 11:00am until 2:00pm in the City Club Grill & Bar. Tasting appointments will require a minimum two (2) week notice and are based upon availability. Tasting must be more than one (1) month prior to your event date. Menu selections must be made from the reception hors d'oeuvres and/or butler menus. Carving and display stations are not allowed for tastings. Client must select four (4) items from these menus and submit to your Catering Professional two (2) weeks prior to the tasting. At that time a credit card for the payment of \$15 per person will be charged. No more than four (4) items may be sampled during this tasting unless approved by your Catering Professional. If approved an additional cost may incur.

*\*Tastings for Plated Meals will be allowed upon request at an additional charge.*

## GENERAL POLICIES

City Club furniture cannot be removed or moved for any event. Although the lobby may be used for your event, this is NOT considered part of your room and furniture will remain where decided by City Club Management. Confetti, Rice, Glitter, and Fake Snow are not allowed in any of the City Club Banquet Rooms. If these items are found, there will be a \$500 removal fee charged to the card on file. Absolutely NO pins, nails, staples, command strips or tape of any kind will be attached to the walls, furniture, or ceilings. There will be a repair fee if any of these items are used. All floral arrangements must be properly lined to prevent dripping or water seepage. Client is responsible for any damage to the carpet, linens, or building.

## ADDITIONAL TIME

City Club wants you to have an enjoyable experience for your event. If additional time is requested the day of your event, there will be a \$1500 charge for each additional hour over your original reserved time frame, in addition to charges for the bar and buffet to remain open, if applicable. Additional time is allowed in (1) one hour increment.

## **OFFSITE CATERING**

City Club's catering team is able to serve any function and most venues for offsite catering. Contact us for more information.

## **LINENS & CATERING SET UP**

Basic white polyester linens are included with the rental of each room. If the client desires any other linen to be used for their event, the client is responsible for renting those linens from an outside party and covering their delivery and pickup accommodations. City Club will not be held responsible for the staining or any other damages to outside rented linens.

City Club provides service ware, serving utensils, station presentation, and barware for all events.

## **VENDOR SETUP**

Any vendor setup time will be determined by your Catering Professional. City Club staff will not be present earlier than the time frame of the event. If staff is needed at an earlier time, this must be setup a minimum ten (10) days prior to the event. Additional time will be permitted when possible.

## **PERSONAL PROPERTY**

City Club does not have space available to store personal property, rented equipment, or supplies belonging to the client. All items needed for event can arrive no more than twenty-four (24) hours before the start of the event and must be removed from the Club at the end of the function. City Club does not assume or accept responsibility for damage to, or loss of, property, articles or rented equipment left in the Club prior to, during, or following any function. City Club is not responsible for the loss of personal property, prizes or gifts brought to the Club by Members, Guests or Attendees/Vendors; nor will the Club be responsible for lost, stolen, or damaged equipment. Any damage to such property or the Club property will be the sole responsibility of the Client to cover any necessary repairs or replacement charges.

## **HOLD HARMLESS**

Every Member, Family Member, Guest, Attendees/Vendors, or Other using the Club's facilities does so at his or her own risk, and the Club is not responsible for any injuries occurring to such persons. All Members, Family Members, Attendees/Vendors, and their Guests expressly hold harmless, waive, and release the Club from any and all claims relating to or arising out of their use of the Club's facilities. The Client assumes sole responsibility for any injuries occurring to such persons.

## **PARKING**

City Club owns over 250 parking spaces and has an additional 150 spots within walking distance. Parking cannot be guaranteed on Thursday nights during Rhythms on the River. Please inquire about your date if you are holding an event on a Thursday evening.

## **HOTEL ACCOMMODATIONS**

City Club proudly offers the only AAA 4-Diamond Hotel in Lafayette, The Carriage House Hotel, located at 603 Silverstone Road, Lafayette, LA 70508. For reservations, please contact the Concierge at (337) 769-8400 during their normal business hours of 7:00am to 11:00pm. Standard check-in begins at 3pm. Please ensure personal belongings and keys are obtained prior to any event or proper arrangements are made, as your Catering Professional will not be held responsible for such preparations.