

PLANNING GUIDELINES

Menu Selection

Your menu selection should be submitted to the Catering Department no later than 14 days prior to your scheduled event. All food items served and consumed in the Banquet area must be supplied and prepared by the Hotel, with the exception of a wedding cake, which must be supplied by a licensed baker. Due to health department regulations, leftover food cannot leave the premises.

Guarantees

All guarantees are due three (3) business days prior to the function (Monday to Friday, excluding holidays). If not received, the hotel will set and serve based on the agreed upon number in the contract and charge accordingly.

All increases to guarantees within three (3) business days are subject to food availability and surcharges.

Hotel will overset 3% above the guarantee.

The Hotel cannot guarantee that the same menu items will be served to guests above the overset. Food and beverage choices are based on availability and are at the Hotel's discretion.

Sales Tax and Service Charges

All Hotel Services are subject to 7.775% state and local taxes and 19.5% service charge.
All liquor prices are subject to 10.275% state and local taxes and 19.5% service charge.
The service charge is not a gratuity and is distributed at the discretion of management.
The tax and service charge are subject to change with 90 days notice.

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Function Rooms

The Hotel reserves the right to assign function rooms based on the guaranteed number of attendees and the nature of the function. All space assignments are subject to change by the Hotel's Catering Department. There will be an additional charge for changing the room set-up on the day of the function once the room has been set according to your signed Catering Event Order. For groups under 100 people: \$150.00; for groups above 100 people: \$250.00.

It is agreed that the event will begin at the scheduled time, and that all attendees will vacate the function space at the closing hour indicated on the Catering Event Order. Failure to comply with these policies will result in additional charges, which will be assessed according to any additional costs incurred by the Hotel.

Split Menu Options

We are happy to offer you a split menu. All entrees will be billed at the price of the higher priced menu item.

Event Cancellation

The cancellation policy is based on the confirmation clause stated in each contract. Cancellation will result in payment of the stated minimum purchase or rental.

Security

The Hotel shall not assume responsibility for the damage or loss of any merchandise left in the Hotel prior to or following the banquet or meeting. Arrangements may be made for the security of exhibits, merchandise or articles set up for display prior to the planned event.

Electrical Charges

Special electrical needs should be arranged through our Catering Department. Charges will be based on labor involved, equipment required and energy consumed.

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Audio-Visual

If you require audio-visual equipment, our Catering Department will be happy to handle all of the arrangements, or you may ask to speak with our on-site A.V. Technicians directly.

Floral Decorations

Table centerpieces and other floral arrangements may be ordered through the Catering Department.

Deliveries

For all materials being delivered to the hotel, please instruct drivers to deliver to the front desk. Please coordinate deliveries with your Catering Manager. For large deliveries please have the delivery company notify the hotel in advance.

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Shipping and Labeling Instructions

Name of Group and On-Site Contact (person looking for package)
c/o Ramada Plaza Minneapolis
1330 Industrial Boulevard NE
Minneapolis, MN 55413
Hold for (name of group) Conference
Date of Event
Box _____ of _____ (Multiple boxes MUST be numbered)
Name of Hotel Catering/Sales Manager

The hotel will not be responsible for the safe keeping of personal or rented equipment.

Outbound Shipping Procedures

At the conclusion of the event, if a meeting planner has packages to be shipped from the hotel property to another location, the following procedures must be followed:

Packages must be labeled and ready for pickup with a pre-addressed shipping label. The meeting planner then MUST call the shipping company to schedule a pickup. Packages will be picked up at the front desk. If you would like the hotel staff to bring your pre-addressed packages from the meeting room to the front desk after you have called for a pickup, please notify the banquet staff.

Please note: there is a minimum handling fee of \$5.00 per item for all outbound packages.

Payment

To secure a date and ballroom space, a deposit of \$1000 (Itasca Ballroom) or \$1500 (Minnesota Grand Ballroom) is due with the signed contract. A second deposit is due three months prior to the event date. A valid credit card is required to be on file for all events. Deposits and final payments may be made with a valid credit card or cash. Payment by personal check must be received by the hotel a minimum of 10 days prior to the event.