

HOTEL POLICIES

Delivery of Materials

Meeting materials may be delivered no more than three (3) days prior to your function. All deliveries must be coordinated through, and addressed to, your personal Ramada Sales or Catering Representative. The name of your group and date of your function must be clearly identified on the outside of the box. The hotel will not assume any responsibility for damage or loss of merchandise sent to the hotel for storage. If you issue your shipper a call tag, we will arrange for the return of your materials. However, we cannot return materials at the hotel's expense. Arrangements for return of items/material left behind must be made within one week of event. Items left after one week may be disposed of by hotel.

Methods of Payment

Your payment will be accepted by cash, check or credit card. If you prefer, we can bill directly to you with prior credit authorization approval.

Cash, Check or Credit Card:

All charges, based on your guarantee, must be paid in full seventy-two (72) hours prior to the function and any additional charges paid immediately following the function.

Direct Billing

Applicants must complete our pre-authorization application form at least ten (10) working days prior to the function. Upon approval, you will be billed shortly following the function. Pre-authorization forms are available through your Sales Representative or from our Accounting Office.

Deposits & Cancellations

The amount of your deposit(s) and the due date(s) will be identified in your contract. They are non-refundable unless otherwise stated in your contract. Your contract will also clarify our specific cancellation policy.

Banquet Bars

Due to Wisconsin liquor laws, the Ramada Plaza Hotel does not allow any alcohol to be brought into any of the banquet facilities. We offer three types of banquet bars for groups of fifty (50) or more. A minimum of \$300 per bar is required; if the minimum is not reached, a \$40 fee will be applied per bartender.

Host Bars:

Your guests drink free and all charges are placed on your billing, including an 18% service charge and 5.5% sales tax.

Cash Bars:

Your guests pay for their drinks and tip individually. You incur no expense.

Ticket Bars:

You receive a quantity of Ramada drink tickets from the hotel and distribute them to your guests as you wish. These drink tickets will be provided by the hotel, as we do not allow other tickets to be used due to security reasons. Tickets are collected in lieu of cash and actual drink price is recorded on the tickets. Tickets are totaled and the amount is added to your bill. Your purchase will include an automatic 18% service charge and 5.5% sales tax.

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Food & Beverage Policies, Guarantees & Deadlines

Since we are legally liable for everything served within the hotel, we cannot permit guests to bring in any food or beverages into the banquet rooms. The only exception to this is a commercially prepared wedding cake. The bakeries are licensed and inspected by the Health Department. Excess food or beverage items will not be allowed off property by reason of insurance liability.

A guaranteed count is required 72 hours prior to your function. If more than one entrée is being offered, a guaranteed count for each entrée must also be given 72 hours in advance and place cards must be supplied with a coding system. All prices are subject to 18% service charge and 5.5% sales tax. If your event is on a weekend, your count is due 3 working days prior to the date of the function. Meal prices are guaranteed for six months prior to the event.

All Federal, State and Local Laws with regard to food and beverage purchases and consumption will be strictly adhered to. All food and beverages are for consumption on the premises only in the assigned function areas.

Ramada Supervision

The management of the Ramada Plaza Hotel reserves the right to oversee and supervise all private functions. The guest assumes responsibility for any and all damages caused by any person attending the function. The guest also assumes responsibility for personal articles or equipment brought into the hotel. Management may require additional security for private parties at the guest's expense.

Smoking

There is absolutely NO smoking allowed in any meeting room. However, smoking is allowed in the lounge and pre-function area.

Candle Glow Alternatives

For the safety of our guests and protection of our property, the Ramada Plaza Hotel adheres strictly to the local Fire Code. We have developed a policy that provides you with flexibility while adhering to the letter of the law. Hotel-supplied lamps that are legal under our operating permit are available at no charge for your function. Currently, we set each lamp on a mirror tile so the glow of the liquid paraffin light will gently radiate from the lamp. We are not allowed to place any decorations on the mirror tile, within 4" of the lamp or to drape anything above the lamp. Another alternative is to utilize silk or fresh floral arrangements. We appreciate your understanding and know that you appreciate our concern for the welfare of your family and guests.

Decorations

Because we have found that both glitter & confetti clog our vacuums and laundry appliances, we do not allow either to be utilized as a decoration. We do allow rose petals to be spread on the tabletops. Certain adhesives and holes are not permitted on walls. See your Sales or Catering Representative for alternatives.