

General Information

We make it special

Holiday Inn Commonwealth has prepared this variety of suggestions to help you choose a menu that is tailored for your function. Contact our catering department for assistance in making your choices. On the day of your banquet, our chef will carefully oversee the preparation of your selected menu.

This general information outlines the special details that assure the quality of success of every function at the Holiday Inn Commonwealth. We are happy to serve you in any way we can!

Menu Selection and Seating Arrangement

Please submit your request to the catering office at least three (3) weeks before your event. This allows sufficient time to order all food items, make plans, and prepare the room arrangements.

Guarantees

Please notify our catering office ten (10) full working days prior to your scheduled meal function with the final guaranteed number of attendees. This guarantee may not be decreased; however, the hotel will prepare 5% over your guaranteed number of attendees. Should the hotel not receive a guarantee within this specified time, the customer's maximum guest estimate will be taken as the guarantee. All per person charges will be figured on either the guarantee or the actual number of attendees, whichever is greater.

Your guests will be admitted to the function room at the time stated on the catering contract. The hotel reserves the right to move functions to rooms other than those appearing on the contract without advance notification.

Facilities

The banquet halls and Holidome area close at 10:00 p.m. The pool area is reserved for registered guests only. Pool parties and food are not allowed in the pool area at any time.

Security

Our Sales and Catering department will assist you in making arrangements for special security requirements when necessary.

Food and Beverage

Food and beverage items may not be brought into the hotel by guests, outside caterers, or any persons attending the event.

Payment and Deposit Information

If payment will be by cash or check, a deposit is required at the time the contract is signed. The balance is due in full 10 business days prior to the function date. Personal checks are not accepted within 30 days of a function.

If payment will be by credit card, a "Credit Card Authorization Form" must be completed and a photocopy of both the front and back of the credit card that will be used to settle the function must be provided at the time the contract is signed. The credit card will be charged for the amount of the deposit at the time the contract is signed. The remaining balance will be charged to the credit card 10 business days prior to the function.

If payment will be to an established direct bill account, no deposit is necessary. An invoice will be mailed and payment is due upon receipt of the invoice. To establish a direct bill account, an application must be completed and approved by our corporate office.

Deposits are nonrefundable.

Service Charge and Sales Tax

All food and beverage charges are subject to a service charge and sales tax.

All room rentals, equipment rentals and service charges are subject to a state sales tax plus any other applicable local taxes.

Property Protection

Please do not nail, tack, or tape posters, banners, etc. to our walls or doors. Any exhibitor or function planner will be held liable for damages or thefts incurred by himself, agents or guests.