



General Catering Information and Policies Quality Hotel Airport and Conference Centre

We thank you for considering The Quality Hotel Airport and Conference Centre to host your function. Our Catering Team is available to assist you in the planning of a successful function. In order to ensure a successful event we request that you comply with the following Catering policies.

Menus

Our wide variety of appetizers, entrées and desserts has been designed to offer flexibility in creating a special menu for you.

Choice of menu

When selecting your menu, please remember that for each function a menu must be identical for all guests attending. Special Dietary substitutions are available (in limited quantities) and must be arranged well in advance of the functions, (at least 72 hrs in advance) Guests who are to receive special meals must be identified to the Banquet Manager prior to service commencing. The Catering office must be advised of your selection fourteen (14) days prior, along with the expected attendance.

Choice of linen colors

For conference and meeting functions additional linen on the tables will be provided upon request only and charged per table cloth (\$3.00 each) as required.

For special occasion functions white or ivory table cloths are available as well as napkins in a range of colors to match you décor at a cost of (\$1.50 per person attending).

Prices

All prices stated on the current price list are subject to change and will be confirmed three (3) months prior to the function.

Food and Beverage

The Quality Hotel Calgary Airport will be there sole supplier of all food and beverage items, the only exception being Wedding Cakes. Please note that health regulations prohibit the removal of any food products from the hotel. Buffet products will be displayed for a maximum of one and one half (1-1/2) hours from the time stated on the event order at any function to ensure the quality and integrity of the product.

On the day of the event, any request made by an authorized representative to delay the original contracted start or end times of any food and beverage service (of more than ½ hour), the Quality Hotel Calgary Airport cannot guarantee the freshness or quality of food due to the length of warming time.

The hotel utilizes many different ingredients in menu items and there will be products that may contain nuts, nut products, dairy and/or soy products and the like, and the hotel will not be liable for the guests allergic reactions resulting from partaking the food items served at any food and beverage outlets and/or functions being held at the Quality Hotel.

Should any special dietary meals be requested on the day of the function in addition to the prior arrangements on the original catering agreements (Banquet Event Orders), the additional cost for the meals ordered will be charged to the client and added to the final bill.

Gratuity and G.S.T.

Your total bill will be subject to a Seventeen (17%) percent gratuity and five (5%) percent G.S.T. which is applied to the total bill.

Socan

As governed by the Copyright Act, Tariff No. 8, all events with live or recorded music will be charged the applicable SOCAN Music Federal License Fee.

Guaranteed Attendance

The Catering office must be notified of the guaranteed number of guests attending your function three (3) working days prior to the event. The final charges will be based on the number guarantee provided or the actual attendance, whichever is greater. If this number is not received, the estimated number of guests at the time of booking will be taken as the guarantee for the final booking.

Display Materials

To avoid damage to wall coverings, we do not allow the use of strong tape, tacks or any other attachments for any posters, flyers, or written materials to the walls and doors of the hotel without consent from Hotel management. The Quality Hotel Calgary Airport reserves the right to charge for any damages or extra cleaning required.

Loss or Damage to Personal Property, Equipment or Facilities

Guests agree to be responsible for any damage done to all equipment and facilities during the time on premises, including but not limited to, damage or excessive clean up made by outside agencies during setup or break down.

The Quality Hotel Airport is not responsible for loss or damage to any personal property which you or your guests leave at Quality Hotel Airport before, during, or after the use of the facilities.

Method of payment

A credit card number is required to guarantee for each function. Final payment may be made upon completion of the event. Should final payment not be made, and billing privileges not established, the total bill will be processed on the credit card number the following business day. Any outstanding balance will be processed on the credit card number on file on the next business day.

A deposit is required to confirm space held on all private and social functions. All deposits are *non-refundable* unless we re-rent the reserved space with another confirmed booking. If we re-rent the facility a full refund will be made. The balance of the estimated account is due on the Monday prior to your function.

Cancellations

Cancellations received less than thirty (30) business days prior to commencement of the function will be subject to a cancellation fee equal to the rental charge originally stated in the catering contract. Cancellations received less than fourteen (14) business days prior to commencement of the function will be subject to a cancellation fee equal to all food, beverage and rental originally stated in the catering contract. Date changes will be considered a cancellation of the original date and the deposit will apply.

Start and finish times

Start and finish times of all functions are to be strictly adhere to, space is only booked for the time indicated on the contract. Set up and dismantle time are to be specified at the time of booking. Personal effects and equipment must be removed from the function room at the end of the scheduled day, unless reserved on a twenty-four (24) hour basis. The Quality Hotel Calgary Airport does not accept liability for articles left in the meeting or banquet rooms.

Shipping, Receiving and Storage

Subject to prior arrangements and space availability, minimum amounts of material or supplies for your function may be delivered to hold a maximum of five (5) working days prior to the function. Boxes must be marked and addressed properly with the name and date of the meeting clearly indicated. The Quality Hotel Calgary Airport does not accept liability for any loss or damage to goods stored prior to arrival or following the stay. Should there be unusually heavy items that need to be maneuvered and stored additional charges may be applied.

Audio Visual

Your equipment requirements can be reserved through our catering office. Rental fees apply to most equipment. A forty eight (48) hour cancellation notice is required, otherwise the equipment ordered will be charged accordingly.

Decorating for special functions

The Quality Hotel Calgary Airport books all its functions on a daily basis and does not promise or guarantee the availability of the room in advance to decorate. If the booking is for an evening event and the daytime is booked prior to your booking you will be instructed by the catering office when you can be allowed to decorate. If the daytime has not been rented when the evening booking is made and the catering office is aware you require decorating time the function will not be rented for the daytime of the same date. Decorating the evening prior to your booking is only allowed if the space remains unrented and is never promised more than five (5) business days in advance to the actual function date.

**WE DO NOT ALLOW METALLIC OR REGULAR CONFETTI OR SPRINKLES.
An extra charge of \$300.00 will apply to all events using these.**

Special Services

The Quality Hotel Calgary Airport catering office would be happy to work with you in developing seating arrangements, floor plans, registration tables, music, flowers, photographers, staging and lighting may also be arranged or referred through the catering office.

Please inquire about our decorating packages and cake cutting prices and procedures.

Function room assigned

The Quality Hotel Calgary Airport reserves the right to move your function to a more suitable function room should the number of guests and or setup requirements change. Room rental will change accordingly.

Additional Labor Fees

The Quality Hotel Calgary Airport shall be entitled to charge an additional labor fee if a request is made to re-serve a function room with less than twenty-four (24) hours notice.

Smoking/Non-smoking

The Quality Hotel Calgary Airport Catering function/meeting facilities are all non-smoking facilities. This policy is strictly adhered to.

Guest Room Accommodation/Room Blocks

All guest accommodations less than 10 rooms can be booked by the Conference & Banquet Sales Manager. More than 10 rooms must be booked directly through the group sales department.

Cindy Broughton
Conference & Banquet Sales Manager
QUALITY HOTEL AIRPORT & CONFERENCE CENTRE
403-276-3391 x 4121
cbroughton@qualityhotelairport.ca