



GENERAL CATERING  
INFORMATION AND POLICIES



*Thank you for considering the MCBH Catering Facility as a location for your upcoming event.*

*To confirm your reservation, please review the following information and return a signed copy of this Agreement with your deposit.*

*Should you have any questions regarding our policies, please consult our Catering Manager.*

## ELIGIBILITY

Active duty and retired military personnel and their dependents, reservists, DOD employees, contractors and community support groups are eligible patrons of the MCBH Catering Facility. These eligible users may also sponsor functions. After a banquet contract is finalized, the military sponsor must come to the Catering Office with a valid I.D. card and sign the contract.

## RESERVATIONS

Initial arrangements for a function may be made by phone or in person. Reservations are considered tentative until a deposit and a signed contract are received. Room reservations, which do not have a signed contract 15 days prior to the event, are automatically subject to cancellation.

Guests list must be submitted 96 hours (4 days) prior to function for security purposes.

## BANQUET MENU

All menus and room arrangements must be finalized at least four weeks prior to your function date. A hand-served meal is limited to one entrée selection for the entire group. Menus and prices are subject to change without notice. We would be pleased to accommodate any requests for meal substitutions due to dietary restriction. These requests must be made at least 48 hours (excluding weekends and holidays) prior to the function and may be charged at an additional cost.

## FOOD AND BEVERAGE SERVICES

All food and beverage items must be provided exclusively by the MCBH Catering Facility with the exception of wedding or ceremonial cakes. Regulations prohibit the removal of any leftover food or beverage from the banquet facility without exception, as per BUPERSINST 1710.13, Chapter 2, section A, Paragraph 208-d.

## SERVICE CHARGE

All food and beverage prices are subject to a 15% service charge.

## DEPOSIT AND PAYMENT

A non-refundable deposit is required to reserve function space on a definite basis. Additional deposits may be required at the discretion of MCBH Catering Office. An additional prepayment of 75% of the estimated food, beverage and miscellaneous charges is required seven days prior to the function. The remaining balance is due on the day of the event unless you have established direct billing.

## CANCELLATIONS

Cancellation with less than 72 hours notice may be charged for one day's room rental for meeting space or the cost of the catered function multiplied by the number of attendees whichever is greater.

## GUARANTEE

A final guaranteed guest count is required by the Catering Department by 12:00 noon, three working days prior to the event. If no final count is received by this deadline, your tentative count will become your final guaranteed count. The final guarantee is not subject to reduction. We will be prepared to serve 2% more guests than your guarantee. If the actual number of guests exceeds the guarantee, every effort will be made to serve these guests, however, a menu substitution and other seating arrangements may be necessary and meal service may be delayed.

## SET-UP FEE

Reservations for group meals in a private room are accepted for groups with a minimum of 20 persons. Should the guaranteed guests count be less, a set-up or labor charge of \$50.00 is required. You may elect to order the minimum of 20 meals in lieu of being assessed this labor charge.

## TIME SCHEDULE

Prior approval is required for all starting and ending times. All evening functions are to conclude by 11:00 p.m. If the actual program exceeds the agreed conclusion time, every effort will be made to accommodate the change. However, this time extension shall not be considered guaranteed and patron should be aware that overtime charges may be assessed based on the current rate of pay.





### FUNCTION ROOM

MCBH Catering reserves the right to reassign function room should your guaranteed count be significantly less than what was originally planned.

### UNFORSEEN CONTINGENCIES

MCBH Catering will not be responsible for damage or loss of any merchandise, articles, equipment or valuables left before, during and after the event. Arrangements must be made for security of exhibits, merchandise or artifacts set-up for display prior to the planned event. Patron is responsible for damage to the premises during the time premises are under patron's control or the control of any independent vendor or contractor hired by the patron. MCBH Catering will not be held liable for failure to carry out arrangements due to acts of God or nature, or other conditions that are not under the control of MCBH Catering.

### OUTDOOR FUNCTIONS

MCBH Catering reserves the right to make a final decision to move event indoors in order to expedite the set-up of any outdoor function due to weather conditions. Additional fees may incur for outdoor functions.

### PARKING

Parking are available for all functions at no charge.

### SPECIAL ARRANGEMENTS

We will be happy to assist you with any special arrangements, including decorations, flowers, audio visual equipment, technicians, and music.

**I have read and understand the above information and agree to accept the policies set forth by MCBH Catering.**

Name (please print) \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

Name of Event \_\_\_\_\_ Date of Event \_\_\_\_\_

Banquet Room \_\_\_\_\_

Deposit via Credit Card \_\_\_\_\_ Exp. Date \_\_\_\_\_ Deposit Amount \_\_\_\_\_

Name embossed on card \_\_\_\_\_

