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## 2016 Christmas Party FAQ

### **What is included in your Christmas Party packages?**

Each of our 2016 Christmas Party packages are unique to each of our hotels so included elements can differ. All packages, regardless of hotel, will include overnight accommodations, dinner and gratuities. A complete list of Christmas party package inclusions is located on each hotel's 2016 Christmas Party Package flyer.

### **How is the per person package price broken down?**

To assist with your budget planning, we have priced our Christmas Party packages on a per person basis, based on double occupancy. This means each person in a double room pays their dinner & gratuity charge and ½ the room charge. A complete breakdown of each package is located on each of our 2016 Christmas Party Package flyers.

### **Can I put a number of guest rooms on "hold" for our anticipated requirements?**

Our hotels will hold your number of requested guestrooms for a one week period while you review our formal contract. A preliminary rooming list is required 45 days prior to arrival with a final, guaranteed rooming list due 21 days prior to arrival.

### **Can you accommodate our guests who want to extend their stay before and/or after our party?**

Your Catering Sales Coordinator will provide you with guestroom rates for before and after your Christmas Party for which there are two payment options.

❖ Company pays the pre & post stays:

Accurate arrival and departure dates of any pre and post stay guests must be included in the preliminary rooming list, due 45 days prior to arrival. All pre & post stays expenses of individual Group members will be guaranteed to the Master Account. It is the responsibility of the group to collect any and all costs associated with said pre and post stays.

❖ Guest pays their own pre & post stays:

Accurate arrival and departure dates of any pre and post stay guests must be included in the preliminary rooming list, due 45 days prior to arrival and be guaranteed to the Master Account until individual credit card information is obtained upon check-in. It will be the responsibility of the Company to collect and submit to the hotel credit card details for any pre and/or post individual stay no-show charges.

### **How is the payment of incidental accounts handled?**

There are two payment options.

❖ Company pays all the incidental charges:

All incidental expenses of individual Group members will be guaranteed to the Master Account. It is the responsibility of the Group to collect any and all costs associated with said incidental accounts.

❖ Guest pays their own incidental charges:

All incidental expenses of group members will be the responsibility of each individual guest. Individual guests will be expected to leave a valid credit card or a cash deposit in the amount of \$50.00 with the hotel at the time of check-in.

### **What are my Banquet Bar choices?**

❖ Host Bar

Selecting a Host Bar means all drinks are to be charged to the Company Master Account, which is to be settled upon departure. Tax & gratuity charges will automatically be applied. Your Catering Sales Coordinator will supply you with our complete Banquet Bar Menu.

❖ Cash Bar

Selecting a Cash Bar means each individual guest pays cash to the bartender for each drink. Tax will be added to the price of each drink. Gratuities are at the discretion of the guest. Again, your Catering Coordinator will supply you with our complete Banquet Bar Menu.

❖ White Bar

All Wine, Beer & Signature Cocktail(s) are billed to the Master Account at Host Bar prices. Host Bar prices are subject to 15% gratuity and 5% GST. All other drinks are on a Cash Bar basis whereby drinks are paid upon consumption by the individual guest at Cash Bar prices. Cash Bar prices include 5% GST. Gratuities are at the discretion of the guest.

❖ Drink Tickets

Drink Tickets are commonly used in conjunction with a Cash Bar, should the company decide to buy a specific number of drinks for their guests. The total number of drink tickets will be presented to the party organizer upon check-in. The company organizer is responsible for the distribution of the drink tickets to the guests. The guest will present the Drink





*Ticket to the bartender upon ordering. The bartender will then record the charge for the specific drink ordered. These charges will be billed to the Company Master Account at Host Bar Prices and settled upon departure. After the guests have used all distributed drink tickets each guest will pay cash to the bartender for further drinks.*

### **What is the cost of bartending?**

*A \$175.00 service charge will be added for both host and cash bars. This fee covers the bartender, ice, mixes and room set-up. Bartender charges apply to private banquet rooms only.*

### **Can we have a dance floor?**

*Most of our venues can accommodate a dance floor. Please inquire about dance floor fees at our different properties. Your Catering Sales Coordinator will be able to provide you with specific information for your hotel venue.*

### **How long can guests stay?**

*In most of our venues the music can play and the bar can remain open until Midnight. Unless previous arrangements are made, guests are asked to depart by 12:30 a.m. Additional fees may apply for later departures. Your Catering Sales Coordinator will be able to provide you with specific information for your hotel venue.*

### **Where do my guests park?**

*Each of our hotels provide complimentary parking to hotel guests on a first come, first serve, space availability basis. Due to limited parking throughout Banff, car pooling is highly recommended.*

### **Do you have a microphone or can we rent audio equipment?**

*Audio visual equipment is available at our hotels through an exclusive arrangement with our supplier. Rental and delivery charges will apply.*

### **What tables, chairs and linen are provided?**

*The hotels of the Banff Lodging Company will provide and set up round or rectangular banquet tables, seating 6 - 8 people in our private banquet rooms. China, cutlery and glassware are set upon classic white table linen tablecloths. The color of the included napkins will vary with each hotel. Specialty coloured linen may be ordered at additional cost. Christmas table centres are provided, but should you wish to supply your own table centres, we ask that you call the hotel Food & Beverage Manager directly to make delivery and set up arrangements.*

### **How do I confirm my venue dates and times?**

*Once you have selected your dates, venue of choice and projected number of guestrooms, your Catering Sales Coordinator will send you a formal event contract and will hold the venue space for one week while you review the contract. Should we have another request for the same space on the same date within that one week period, we will call you for an immediate decision. The hotel requires a non-refundable deposit in the amount of \$500.00 for groups up to 20 guestrooms and \$1,000.00 for larger groups with the signed event contract to guarantee the event space. If the deposit is not received by the end of the review period, the Hotel reserves the right to release all event space being held for your group.*

### **What additional expenses might we incur?**

*Our Christmas Party packages do not include:*

- ❖ *Local 2 % TIF, Provincial 4% Tourism Levy & Federal Tax 5% GST*
- ❖ *Wine on the table with dinner*
- ❖ *Banquet Bar Services*
- ❖ *Additional Food & Beverage Services*
- ❖ *Bartender Charges, where applicable*
- ❖ *Dance Floor set up fees, where applicable*
- ❖ *Audio Visual rental charges, where applicable*
- ❖ *SOCAN fees, where applicable*
- ❖ *RE-Sound fees, where applicable*

### **What is a SOCAN Fee?**

*SOCAN is the Society of Composers, Authors & Music Publishers of Canada. For group events in our private banquet space using music in any way, we are required by law to charge a SOCAN fee to your final invoice and remit it back to SOCAN. This charge can range from \$21.00 to \$60.00 per event, depending on the size of the banquet space and if the music is strictly for listening or if dance is involved.*





### **What is a RE-Sound Fee?**

*Re:Sound is a Canadian not-for-profit music licensing company dedicated to obtaining fair compensation for artists and record companies for their performance rights. Use of Music to Accompany Live Events was certified by the Copyright Board of Canada on May 26, 2012. Hence, by law, group events using music in our private banquet spaces must be charged a surcharge which will be added to your final invoice. This fee can range from \$10 - \$56.00 per event.*

### **What if we have to cancel?**

*The group agrees that if it cancels the entire agreement for any reason, the hotel will suffer damages. Group agrees to pay the hotel, at the time of cancellation, a liquidated damages fee, as follows:*

- ❖ *Cancellation received more than 30 days but less than 60 days prior to arrival date – Cancellation fee equals 50% of the total anticipated revenue.*
- ❖ *Cancellations received less than 30 days prior to arrival date – Cancellation fee equals to 100% of anticipated revenue. All cancellations must be received and confirmed in writing.*

### **What happens if the road is closed?**

*Nature Rules in Banff and sometimes nature causes havoc on holiday, event and leisure plans. We understand no one is at fault and will strive to work with you in rebooking without penalty in the off chance the RCMP officially close Highway # 1 to traffic.*

### **Banff National Park Admission**

*By bringing your event to Banff National Park, your guests are helping to preserve over 6,600 sq km of valleys, mountains, glaciers, forest, meadows and rivers for future generations through the purchase of a required Park Pass. When your guests pre-purchase their Park Pass on line, the sometimes long line ups at the Park Gates are avoided. To pre-purchase a park pass, please ask your guests to visit <http://www.bestofbanff.com/ourbanff/gettinghere.html>.*

Feb 1, 2016





*Feb 21, 2014*

