



## **FOOD & BEVERAGE OPERATION POLICIES**

### **A. Resident Rewards Program**

Residents who charge purchases to their house account will receive a 10% discount. This includes food and drinks at ballroom events such as dances, luncheons, and concert series programs where the Resident's house account number is recorded at the event and the purchases are later charged to the Resident's house account. Only those who use their house accounts will be provided with the 10% discount. Charges for events that are booked with a set negotiated menu price on a Banquet Event Order do not receive the 10% discount.

### **B. Gratuity**

As a convenience, a suggested 18% gratuity on the "gross" amount (excludes tax) of an individual's check will be added to each bill in all dining areas. The payment of this gratuity is subject to complete discretion and may be increased, decreased, or eliminated entirely.

### **C. Dining Reservations**

The Herons Nest encourages but does not require reservations for dining during its regularly scheduled business hours. Reservations are helpful to better serve our Residents.

### **D. Herons Glen Recreation District Banquet Policies**

Any event to be defined as a banquet and therefore subject to these policies is an event at which:

1. All attendees have agreed in advance to purchase a meal for themselves; or
2. A host has agreed in advance to pay the entire cost of the event; and
3. The District's Food & Beverage Operation is the primary caterer of the food consumed at the event.

### **E. Banquet Events**

All reservations and agreements for Banquet Events are subject to the Rules and Policies of the District, its Management's policies, and the following conditions:

#### **1. Use of District Facilities**

- a. A Banquet Event Order must be completed.
- b. The area reserved for the event is the only area that is to be used for the party.
- c. Attendees at Nonresident events will not be permitted access to other areas of the District.

#### **2. Decorations and Event Set-Up**

- a. Hosts of parties must have all decorations approved by Management. Nothing may be nailed or affixed to the walls, ceilings, or floors of the District. No tape, nails, or staples are permitted to attach pictures, signs, banners, or posters to the walls. No open flames are allowed.
- b. Only Management may use lifts, ladders, step stools, etc. due to liability issues.

- c. All decorations, including flowers, risers, band equipment, or anything of any nature that is brought onto the District premises must be delivered on a schedule approved by Management.
- d. Set up times requested beyond a 2-hour timeframe may require an additional room rental fee.
- e. As other groups may follow your function, all articles must be promptly removed at the conclusion of the event unless otherwise approved by Management.

### **3. Food and Beverage Provided by the District**

- a. All food and beverages for banquets to be held on the premises of the District must be provided by the District with the exception being wedding cakes or specialty birthday cakes, which may be provided by an outside vendor if approved by Management.
- b. Management may apply a service fee on cakes not provided by the District.

### **4. Alcoholic Beverages**

- a. No person under the age of twenty-one years or anyone that is intoxicated will be served any alcoholic beverages on the premises of the District. The District will not serve any alcoholic beverages beyond 11:00 p.m. and all persons must vacate the premises by 12:00 a.m. with an exception for certain District sanctioned events. The District reserves the right to refuse alcohol or service to anyone deemed to be intoxicated or disruptive. Management reserves the right to close the bar and cease all sales of alcohol should it be determined that such sales cannot be carried out safely and within state and local laws regarding alcohol service.
- b. At functions where the majority of the guests are under the age of 21, the District requires the following:
  - 1) Guests leaving the inside of the Clubhouse will not be permitted to return to the party.
  - 2) If there will be more than fifty persons attending the party under the age of 21 and alcoholic beverages will be served at the function, the District will require the host to provide one or more off-duty police officers to monitor the event at the expense of the host.
  - 3) Identification measures must be established to ensure that persons under the age of twenty-one years of age are not served alcoholic beverages on the premises of the District. When required, at the discretion of the District, the host is responsible for the cost of additional labor to implement the extra identification and protection measures.

### **5. Guests**

- a. Attendees at any banquet in the District are by invitation only.
- b. The Host must provide Management with a list of guest names at least 72 hours prior to the event for use by Management and security to grant guests entrance to the property for the event.
- c. All guests attending a banquet in the District must be invited by the host. Examples of invitations that are not permitted by the District include:
  - 1) A Resident or Nonresident host may not use purchased mailing lists or invitations addressed to "Resident".
  - 2) A Resident or Nonresident host may not advertise the event in print or broadcast media.

### **6. Valet Parking**

At the discretion of the District, events exceeding 100 guests may require valet parking at the expense of the host.

## **7. Security**

For parties in excess of one hundred persons, the District may require one or more off-duty police officers at the discretion of Management and at the expense of the host.

## **8. Deposits**

- a. Payment of the room rental fee if applicable and a security deposit is required at the time of booking.
- b. The security deposit will be refunded only in accordance with the District's contract with the host. The non-refundable security deposit will be applied to the final cost of the event if there are no damages to the facilities or other District expenses caused by or related to the event caused by the host, the host's guests, and/or the host's contractors.
- c. Room rental fees are waived for Resident events. However, a Resident host will be responsible for a cancellation fee when canceling an event with less than two weeks' notice. The cancellation fee will be set by Management but in no event more than 10% of the contracted price.

## **9. Guarantee**

- a. For Nonresident events, pre-payment of expected charges is required as agreed to in the contract with the Banquet Event Order. It is the host's responsibility to contact Management with the final participant count at least 72 hours prior to the function.
- b. The host's guaranteed guest count or the number of guests that actually attend the event, whichever is greater, is the number for which the host will be billed.
- c. Nonresident events are subject to a mandatory service charge at the contracted percentage rather than an optional gratuity.
- d. Payment must be made in accordance with the District Cashless Policy.

## **10. Liability and Damage**

- a. The District does not assume responsibility for personal property and equipment brought on the premises by the event host or his/her agents. The District is not responsible for damage, loss, or theft of any articles or merchandise left on the premises prior to, during, or following a function.
- b. Performance of the event is contingent upon the ability of Management to complete the same, and is subject to labor troubles, restrictions upon travel, transportation of foods, beverages, or supplies, and other causes whether enumerated herein or not, beyond the control of Management preventing or interfering with performance. The District reserves the right to employ a caterer, as deemed necessary by Management should the District not be able to provide such services for any reason. In no event shall the District be liable for the loss of profit or for other similar or dissimilar collateral or consequential damages, whether based on breach of contract, warranty or otherwise.
- c. The District reserves the right to inspect and control all events but is not responsible or liable for any injury or damage to persons or property not caused directly by the District or its employees. Expenses of damages to District property caused by the host or his/her guests will be charged to the host after deduction on any paid deposit.

As stated in the HGRD POLICIES & PROCEDURES document as of 04.24.2023.

<https://heronsglencc.com/documents/10184/43617/Policies+%2526+Procedures>