

# GENERAL INFORMATION

## GENERAL CATERING INFORMATION

### Food and Beverages

All food items must be supplied by the hotel. Off-premises catering is available. Menu selections, room requirements and all other arrangements must be received 30 days prior to the function. These menus are only a general suggestion as to the selection and variety of entrees and complements available to you. We take great pride in developing specific ideas and themes or simply expressing your taste in a personally tailored menu. No food may be taken off hotel premises. If alcoholic beverages are to be served on the hotel premises (or elsewhere under the hotel's alcoholic beverage license), the hotel will require that beverages be dispensed only by the hotel servers and bartenders. The hotel's alcoholic beverage license requires the hotel to (1) request proper identification (photo ID) of any person of questionable age and refuse alcoholic beverage service if the person is either underage or proper identification cannot be produced and (2) refuse alcoholic beverage service to any person who, in the hotel's judgment, appears intoxicated.

The Eden Resort and Suites as a Licensee is responsible for the administration of the sale and service of alcoholic beverages in accordance with the Pennsylvania L.C.B. Regulations. It is a house policy, therefore, that all alcoholic beverages must be supplied by the hotel.

### Guarantees/Cancellations

It is a requirement that the sales office be notified of the exact number of attendees by noon, four working days prior to the event (96 hours). This minimum number of guests will be considered a guarantee for which you will be charged, even if fewer guests attend. An increase in the guaranteed attendance will be accepted up to 24 hours before the function (48 hours on weekends). The hotel will set up 5% over the final guaranteed figure; however, food is prepared for the guarantee only. If the guaranteed attendance is not received in the Catering Office, the expected number of people will serve as the guarantee. Functions cancelled fewer than 60 days prior to scheduled date will be assessed a cancellation fee per hotel policy. Full charges will be assessed for any function cancelled within five working days of the scheduled date. Cancellation must be made with our Sales Office between the hours of 8:30 a.m. and 6:00 p.m., Monday through Friday. All cancellations must be confirmed in writing.

### Room and Setup Fee

Function rooms are assigned according to the anticipated guaranteed number of guests. If there are fluctuations in the number of attendees, the hotel reserves the right to assign the banquet function room accordingly. It is hotel policy to charge meeting space setup fees; details outlined on Banquet Event Order.

### Request for Multiple Entrees

If multiple entrees are requested, the following stipulations will apply:

1. Normal Guarantee procedure is required with indication for each entrée.
2. Some form of entrée indication is required at the guest table, i.e., colored ticket, coded name tags, etc. This will enable better service by our staff during the meal service.
3. Minimum of 20 guests guaranteed.

**BEST WESTERN PREMIER**  
**Eden Resort & Suites**

222 EDEN ROAD, LANCASTER, PA 17601-4216

TEL 717-569-6444 • FAX 717-569-4208

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## **Shipping and Receiving**

Small packages for meetings may be delivered to the hotel no more than one week prior to the program due to minimal amount of storage space. Items should be addressed to the meeting contact with attention to the hotel catering staff member working on the program. Packages should be marked "Hold for Arrival" and list the date of the program clearly on all labels.

## **Photocopies and Fax**

The hotel will be happy to make photocopies for your group. A charge of \$.10 each will be applied to your bill. Fax services are available at our Sales Office for a nominal fee.

## **Liability**

The Eden Resort and Suites reserves the right to inspect and control all private functions. Liability for damage to the premises will be charged accordingly. The hotel cannot assume responsibility for personal property and equipment brought onto the premises.

## **Security**

If, in the sole judgment of the hotel, security is required in order to maintain order due to size and nature of your event, the hotel may require you to provide, at your expense, uniformed or nonuniformed security personnel. Any and all provisions for security must be arranged through the hotel's coordinator. The hotel shall have final approval on any and all security personnel to be utilized during your function.

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