



P.O Box 1070 Banff, Alberta, Canada, T1L 1H8, Reservations 1-800-563-8764 TEL: (403) 762-2642 FAX: (403) 760-8287

## 2010 Christmas Party FAQ

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

Our Christmas Party packages include one night accommodation for two, based on double occupancy, an elegant dinner for two and all gratuities.

### **What venue will best suite my group?**

#### The Banff Ptarmigan Inn:

The Atrium - one of the most unique event venues in Banff. Its courtyard style setting with vaulted ceilings, street lanterns, dance floor and giant lighted foliage offers the perfect atmosphere for a Christmas Party. Accommodates 60-100 guests with a minimum of 20 guestrooms.

The Sundance Room - a quiet, secluded, rectangular shaped banquet room with easy access to The Meatball. This venue is perfect for Christmas parties of 30-60 guests.

The Meatball – perfect for semi-private parties of any number of people. Only our Turkey and Prime Rib Christmas Dinner Buffet will be served. There are a total of 92 seats in The Caramba!

#### The Inns of Banff:

The Cascade Room – Located on the second floor, the Cascade Room offers our largest banquet space. This venue is perfect for a party of 100 – 175 guests who want to dance the night away.

The Bear's Den Pub – A perfect setting for Christmas. The Bear's Den's hand carved bar, fieldstone fireplace and antique furniture set the stage for a great private party of 50-60 guests.

The Wildfire Grill – Offer a semi-private setting, the Wildfire Grill is perfect for groups of any size, up to 90.

#### The Banff Caribou Lodge:

The Red Earth Summit Room – located within our Red Earth Spa, the Summit Room is perfect for small intimate Christmas parties of no more than 40 guests.

The Keg Steakhouse – Everyone loves the Keg, and the Keg at the Caribou Lodge & Spa is perfect for semi-private parties of 10 – 50 guests.

#### The Fox Hotel & Suites

While the Fox Hotel & Suites does not offer banquet facilities, we do offer a package with accommodation at the Fox and Christmas dinner in our Downtown Banff Keg Steakhouse location.



### Hidden Ridge Resort

While Hidden Ridge Resort does not offer banquet facilities, we do offer a package with accommodations at Hidden Ridge Resort and Christmas dinner in our Downtown Banff Keg Steakhouse location. Accommodations at Hidden Ridge Resort have a full kitchen, living room with wood burning fireplace. Some units have multi-bedrooms and multi-baths.

### **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.

### **What if guests want to stay an extra night before or after our Party?**

Your catering coordinator will provide you with guestroom rates for before and after your Christmas Party. It will be your choice; the group/company will pay for the pre and post stays or the individual guest will be responsible for the pre and post stays.

#### If the company pays for 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.

#### If the guest is responsible for the pre & post stays:

Accurate arrival and departure dates of any pre and post stay guests, along with their credit card and expiry date information must be included in the preliminary rooming list, due 45 days prior to arrival. All additional fees are to be charged to the guests' credit card, as apposed to the Master Account.

### **What if we want to pay for everybody's incidental accounts?**

It is your choice if you want to pay for your guests' incidental accounts.

#### If the company is paying for 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. We will ask for your initial on our contract stating same.

#### If each individual is responsible for 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 & gratuities charges will automatically be applied. Our Catering Coordinator will supply you with our complete Banquet Bar Menu. You can choose which of the items on that menu are to be offered in your bar service.

### 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, our Catering Coordinator will supply you with our complete Banquet Bar Menu. You can choose which of the items on that menu are to be offered in your bar service.

### Drink Tickets

Drink Tickets are commonly used in conjunction with a Cash Bar, should the company wants to buy a specific number of drinks for their guests. The total number of drink tickets will be presented to you, the party organizer upon check-in. It will be up to you to distribute the drink tickets to your guests. The guest will present the Drink Ticket to the bartender upon ordering. The bartender will then record the charge for the drink ordered. These charges will be billed to the Company Master Account and settled upon departure. After the guests have used all the drink tickets each guest will pay cash to the bartender for further drinks.

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

A \$100.00 service charge will be added for both host and cash bars. This fee covers the bartender, ice, mixes and room maintenance.

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

Most of our venues can accommodate a dance floor. There is a one time set up fee of \$150.00, plus tax.

## **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. One of the exceptions to this is the Atrium at the Banff Ptarmigan Inn. In the Atrium, Day event cannot begin before 11:00am. Evening events must end at 11:00 pm. However, with previous arrangements and approval from the Hotel General Manager, these times can be extended until 9:30am (day events) or 2:00 am (evening events). A before/after hours charge of \$150.00 per hour will be charge to the Master Account.



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

Each of our hotels provide complimentary parking to hotel guests on a first come, first serve, space availability basis.

### **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 fees do apply. To avoid delivery charges, all orders must be placed a minimum of 72 hours prior to the group's arrival. Thereafter a delivery charge in the amount of \$50.00 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 - 10 people. China, cutlery and glassware are set upon classic white table linen tablecloths. The color of the included napkins will vary with each hotel. Tea light candles in small, clear glass holders set the mood. Specialty coloured linen may be ordered at additional cost. 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 coordinator will send you a formal event contract and will hold the venue space for one week while you review the contract. The hotel requires a non-refundable deposit in the amount of \$1000.00 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 will release the event space being held for your group.

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

Our Christmas Party packages do not include:

- ◆ Local, Provincial & Federal Taxes
- ◆ Wine on the table with dinner
- ◆ Banquet Bar Services
- ◆ Bartender Charges, where applicable
- ◆ Dance Floor set up fees
- ◆ SOCAN fees, where applicable

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

SOCAN is the Society of Composers, Authors & Music Publishers of Canada. For groups 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 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.