

# GENERAL INFORMATION

## GENERAL CATERING INFORMATION

### Food & Beverages

All food items must be supplied by the hotel. 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. Therefore, 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 business days prior to the event. This minimum number of guests will be considered a guarantee for which you will be charged, even if fewer guests attend. For a cancelled function, any potential refund will be based on the Terms & Conditions of the contract. 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 Entrées

If multiple entrées 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.

**Eden Resort & Suites**

222 Eden Road | Lancaster, PA 17601

717.560.8400 | sales@edenresort.com | EdenResort.com

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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 \$0.20 per page for black/white and \$0.25 per page for color 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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