

# POLICIES & PROCEDURES

Meetings, weddings and other gatherings are handled by a staff of professionals committed to the success of your event...

## HO-CHUNK GAMING WISCONSIN DELLS POLICIES AND PROCEDURES

This list of policies and procedures is not designed to be a full account of all of the facility's policies and procedures. For more information on policies or procedures please contact your Group Sales Representative.

## CONVENTION CENTER

**ADVANCED DEPOSIT** - Upon signing the proposal, you must submit a deposit of no less than \$500.00 of the estimated cost of your event. Events totaling an estimated balance of less than \$1,000.00 will be required to pay a 50% deposit of the balance upon signing the proposal.

**ALCOHOL GUIDELINES** - Under no circumstances will anyone under the age of 21 years be served alcohol on the premises. All alcoholic beverages served at your event must be purchased from the Food and Beverage Department.

**AUDIO/VISUAL** - Groups are allowed to bring in their own audio visual equipment; if the group requests assistance with the set up or tuning of their personal equipment a fee of \$25.00 per hour will be assessed. A minimum charge of one hour will be applied. All audio and visual equipment supplied by the Ho-Chunk Gaming Wisconsin Dells facility will be charged at the published rates.

**CATERING** - A final guest count must be received fourteen (14) calendar days prior to your event. You will be charged for the number of guaranteed guests or the number of guests actually served which ever number is greater. If we do not receive your guaranteed guest count by the deadline, your original estimated guest count will become your guaranteed guest count. We will be prepared to serve 5% over the guaranteed count. A 20% service charge and 5.5% tax apply to all food and beverage selections.

**CANCELLATION** - If you cancel the event or proposal, or if the facility cancels the event or proposal, because you have violated the agreement, the hotel will be entitled to any liquidated damages. A 25% cancellation fee for meeting room charges and audio/visual equipment as well as a 50% cancellation fee for catering will be charged if you cancel within two weeks, fourteen (14) calendar days, of your convention. A 50% cancellation fee for meeting room charges and audio/visual equipment as well as a 100% cancellation fee for catering will be charged if you cancel within a week, seven (7) calendar days, of your convention.

**CHANGES** - There will be a service charge of \$100.00 for last minute changes for either catering or meeting room set up. Stated deadlines will be strictly adhered to.

**DAMAGES** - The group will be responsible for all damages to the Nation's property. Including without limitation, all hotel rooms, convention spaces, and equipment, and to persons, including third parties, that occur as a result of the group, its guests, invitees, or agents, arising out of or connected with the event.

**DECORATIONS/DISPLAYS** - All decorations and displays must be approved by the Group Sales Representative/Manager fourteen (14) days prior to your event. All decorations which have not met approval will be removed at the group's expense.

**ENTERTAINMENT GUIDELINES** - All entertainment must conclude in the convention center at midnight. Equipment must be set up and ready 2 hours prior to the start of the scheduled event and must be removed 2 hours after the conclusions of the event entertainment.

**EVENT SCHEDULE** - All times must be strictly adhered to. Events that go past their stated time will be assessed a fee of \$100.00 per hour.

**FOOD/BEVERAGES** - All food and beverages, including alcoholic beverages, consumed at the event, must be purchased through the Ho-Chunk Gaming Wisconsin Dells facility. The only exception would be special "theme" goods such as wedding cakes. Approval to bring any such items onto the premises must be obtained in advance from the Nation's catering department. Food and beverages may only be removed from the premises at the discretion of the Nation. In the event that food is allowed to leave the premises, a charge may be applied.

**LABOR CHARGE** - A labor charge of \$50.00 will be applied to all events with 25 or fewer guaranteed guests.

**MEETING ROOM** - The facility reserves the right to move your function to a different room if necessary. The Group Sales Representative will notify the meeting planner of any room changes.



# POLICIES & PROCEDURES

**PAYMENTS** - Unless credit has been established in advance; payment of the entire estimated balance due must be made in cash, by certified/bank check or credit card at least three (3) days prior to the event. If the full payment has not been received, the hotel may terminate the contract and retain all or part of your deposit. If Ho-Chunk Gaming Wisconsin Dells incurs expenses in the collecting of any amounts due, you must pay those expenses.

**PETS** - Service pets only are allowed. Any use of pets for any other means will require the approval of the Group Sales Manager, the Executive Hotel Manager, and the Executive Casino Manager.

**PROPOSALS** - Prices stated in proposals are subject to change to meet unforeseen cost increases for commodities, labor and taxes. In the event of cost increases, the facility may make reasonable substitutions.

**NO SMOKING** - Ho-Chunk Gaming Wisconsin Dells Convention Center is a non-smoking establishment. A smoke removal fee of at least \$300.00 will be assessed to your account if you smoke in the convention center spaces.

**TAXES** - Taxes will be applied to all hotel, catering, audio visual, and beverages (including alcohol) at a rate of 5.5%. Groups who are tax exempt must provide a tax exempt certificate at the time of signing the proposal.

**VEHICLES** - Vehicles are permitted on premises. For additional information about any applicable needs, requests, and fees please contact your Group Sales Representative.

**WEAPONS/FIRE ARMS** - Groups that are requesting to have on property, any weapons or fire arms, must contact the Group Sales Representative for more details.

## HOTEL

**CHECK-IN** - Check in time is 4pm. Any check in time prior to 4pm may be subject to additional charges.

**CHECK-OUT** - Check out time is 11am. There may be additional charges for guests to stay past the posted check out time.

**PAYMENT TYPES** - Payments are accepted as cash, credit card, or certified/bank check.

**CANCELATION POLICY** - Individual rooms must be cancelled 48 hours prior to the 4:00 PM check in the day of arrival. There is a \$50.00 cancellation fee per room, if the room is cancelled within the 48 hour deadline. Rooms assigned to the group lists that are not canceled within this time period will be charged to the group.

**CURFEW** - Children's curfew is 10:00pm on weekdays and 11:00pm on weekends.

**DEBIT CARD POLICY** - If the debit/credit card you are using for check-in is attached to a bank or checking account, a hold will be placed on the account for the full anticipated dollar amount to be owed to the Ho-Chunk Gaming Wisconsin Dells Hotel, including estimated accidentals, through your date of check-out and such funds will not be released for 72 hours from the date of check-out or longer at the discretion of YOUR financial institution.

**NO SHOW POLICY** - Any guest who does not cancel their reservation before the 48 hour deadline and does not show up to check into their room will be considered a "No Show." The guest will incur a \$75.00 charge. Rooms assigned to the group lists that are not canceled within this time period will be charged to the group.

**NO SMOKING** - Ho-Chunk Gaming Wisconsin Dells Hotel is a non-smoking establishment. A smoke removal fee of at least \$300.00 will be assessed to your account if you smoke in the room or on the balconies.

**PETS** - No pets are allowed unless the animal is a registered service animal. Service Animals must be registered with the guest upon check-in.

**QUIET TIME** - Quiet time for the hotel is from 11:00pm to 7:00am.

**ROOMS FOR MEETING** - The cost of using a hotel room for a meeting space will be based on the hotel room rates. Any hotel room used as a meeting space, which requires the removal of furniture, will be assessed a \$25.00 fee for each item removed.

In addition to the charges mentioned here, any applicable federal, state, municipal or other taxes may apply.

