



## Group Policies

### Group Sleeping Accommodations Details

- ❖ Group rates are net (non-commissionable)
- ❖ Rates are subject to current state tax (6%) hotel levy (8%) and 2% Michigan Assessment.
- ❖ Children 17 and under are complimentary in parents room
- ❖ There is an additional person charge of \$20.00 per person, for additional guest over two per night, plus tax.
- ❖ There is a maximum of four adults allowed in a room.  
Unless in a two-Bedroom Suite which has a maximum capacity of six adults.

### Group Reservation Procedures



Individual guest will call the Hotel's reservation number and make their reservations directly with the hotel. Standard reservation policies will apply. In the unlikely event a guest's reservation should be cancelled, the reservation deposit will be refunded if the cancellation is received 14 days prior to arrival, less a \$25.00 processing fee. On and after 14 days prior to arrival, the entire deposit will be forfeited.



It is our understanding that Client will be providing a list of all participants staying at the Hotel. The list should include the full names of each participant, address, type of room requested, arrival date and departure date. A detailed arrival and departure list will be sent to the hotel as soon as possible in order to assist in assigning rooms based on arrival schedule.

### Group Accommodation Cut-Off Date

A final rooming list and or all individual reservations are due to the hotel no later than 60 days prior to scheduled arrival.

After this cut off date, any uncommitted rooms from a room block will be released into the Hotel's general inventory. Any reservations made after that date will be accepted on a space available basis at the best rate available.



### Check-In / Check-Out

The Hotel check-in time is 3:00pm and check-out time is 11:00am. All guests arriving before 3:00pm will be accommodated as rooms become available. The Front Desk can arrange to check luggage for guest needing assistance upon arrival and departure.

### Group Billing Notes

All charges must have billing arrangements made in advance. All accounts require a valid credit card and/or deposit at time of contract. Full payment is required the (last) day of the event.

The Hotel must have a credit card on file for use in the event of any overages. This card will be pre-authorized for a predetermined amount to ensure the funds are available. If the Client does not want the credit card charged for overages, Client must pay the balance due, in cash, before the end of the event. Otherwise, the card will be charged. If the Client then brings in another form of payment a later date, the charge will be reversed.

### Food And Beverage

All food items must be supplied and prepared by the Hotel and may not be removed from the premises, even if there is food left over from the event. Final menu choices must be made a minimum of 30 days prior to arrival date. Menus can be customized to suit your needs. If menu choices are not provided to the catering department, the Hotel will make a selection.

The Hotel is responsible for the administration of the sale and service of all alcoholic beverages in accordance with the Michigan regulations. It is the Hotels policy that all alcoholic beverages be supplied and served by the Hotel. Proper identification will be required for all guests that consume alcohol. It is not permitted to bring in alcohol of any kind that has not been purchased by the hotel unless a pre-determined corkage fee has been determined.

### Guarantee Policy

For all functions, the Hotel must have a specified attendance thirty days in advance to the event. If the Hotel receives no guarantee in the time required, The Hotel will consider the number of guest initially indicated at the time of booking as the guarantee. The Hotel cannot be responsible for service of more than three percent over the guarantee.



### Important Dates

In order to confirm a group, the Hotel must receive the following information and deposits according to the following schedule:

<b>30 Days in Advance</b>	<b>Final Participant Count and Function Guarantees/Set-up are due to the Hotel. (Rooms not booked with a name on this date will be released)</b>
<b>At time of signing agreement</b>	<b>Deposit Due - \$250.00</b>
<b>60 Days Prior to Arrival</b>	<b>Second Deposit Due - \$500.00</b>
<b>Conclusion of Program</b>	<b>Estimated Total Due</b>

If the signed booking agreement and deposits are not received when required, The Hotel maintains the right to cancel all reservations. Deposits are applied to Client's account and are non-refundable and non-transferable. Full and final payment will be due the day of the event.

### Attrition

The price for packages is based on a minimum number of participants. In the event Client guarantees less this number, the Hotel reserves the right to recalculate the package price for this event.

### Cancellation

In the event Client deems it necessary to cancel this program in its entirety, such decision must be conveyed to the Hotel in writing at the earliest time possible. In this case, The Hotel liquidated damages shall be the amount of all deposits and paid as of the date of