

HHFFRRRGGH INN

731 South Wuthering Hills Dr
Janesville, WI 53546
(608) 741-8833, (608) 741-8837 FAX

Visit us at our website:
www.Hhffrrrggh.net

Whatever the occasion, the Hhffrrrggh Inn takes pride in extending the extra effort required to ensure that your function is a truly enjoyable event. Our goal is to meet your every need - "If it's important to you, it's important to us." Our staff takes great pride in providing excellent food and service. We will strive to create a warm, friendly atmosphere for you and your guests. Thank you for considering the Hhffrrrggh Inn for your entire banquet needs. Please contact us with any questions.

The Staff at Hhffrrrggh Inn

The following policies have been established to enable us to accommodate you best. We encourage you to read them carefully and present us with any questions so we can avoid any last minute confusion or disappointment.

CATERING OFF-PREMISE AGREEMENT

DEPOSITS

It is required that a payment of \$300, or full payment, if less than \$300 be made as a deposit to confirm your date with Hhffrrrggh Inn. The deposit is not an additional charge, but is applied toward your final bill. *IN ADDITION, A CREDIT CARD MUST BE PRESENTED TO GUARANTEE PAYMENT.*

No guarantee to secure your event date will be made until the Hhffrrrggh Inn receives the deposit. We will return the policy agreement confirming your event upon receipt of deposit. We reserve the right to only accept reservations eighteen months in advance.

Deposits are non-transferable in the event of a cancellation and refunds are determined as per the timetable below. All cancellations must be in writing and will be effective when received at our office. Refunds will be issued only to the person who submitted the original payment.

Refunds of deposits are permitted in the following manner:

- 90 days or more prior to event - 100% of deposit refundable
- 89-30 days prior to event - 50% of deposit refundable
- Less than 30 days prior to event - no deposit refunded

PRICES

All of our prices are subject to change without notice. We will guarantee menu pricing and quotes for Sixty (60) days from the date your function is confirmed or a deposit is received. Thereafter, pricing may be adjusted, if necessary, to reflect current costs at the time your function is held.

Special price considerations will be given for children under the age of ten.

SERVICE CHARGES

A twenty percent (20%) service charge will be added to the menu items. The service charge is a cost component of the meal which is retained by the company for services rendered. Services include: Wait staff, event set-up and takedown, clean up and complimentary table cloths and skirting on buffet, cake, gift, registration and head tables.

ADDITIONAL SERVICE CHARGES

For functions held at the Rotary Gardens & Pontiac Convention Center: Our menu pricing does not reflect the additional facility charge.

TRAVEL CHARGES

An additional charge will be made if the event requires traveling a long distance. This charge will be determined in advance and disclosed to you by your event planner.

GRATUITY "TIPPING"

Gratuity is optional and at the customer's sole discretion. Gratuity is appreciated by all of our staff and is pooled in a fund that benefits all cooking, preparation and service staff providers.

TAXES

Applicable state and local taxes will be added to the total bill. Groups requesting tax exemptions must submit current acceptable documentation of their tax-exempt status prior to their function.

PAYMENT

Payment for your event is due according to the following schedule:

Two weeks prior to event: 75% of cost estimated with final menu selections

Upon conclusion of event: Remainder of final billing

Acceptable payments are: cash, credit card, or check with prior approval.

MENUS

You will find a selection of various menus attached to this agreement. Our menus are suggestions only. Our catering staff would be pleased to customize a menu to meet your needs.

All menu selections should be confirmed at least two weeks, (14 days) in advance of your function. Hhffrrrggh Inn reserves the right to make changes/alterations to menu choices should an item not meet our quality standards or be out of stock from vendors. Examples of this may include fresh produce or seasonal items.

GUEST COUNT GUARANTEE

We will ask for an estimated number of guests at the time you reserve the date. In order to provide you with the highest quality food and service, we will require a *guaranteed count one week in advance of your event*.

Accurate counts are to ensure there will be no inconveniences for your guests. We will be prepared to serve 5% over your guarantee if needed, but in the event of unexpected increases, it may become necessary to make entrée substitutions.

All charges will be based on the guaranteed minimum or the actual number of guests served, whichever is greater.

FOOD SAFETY MESSAGE

It is the policy of Hhffrrrggh Inn Catering to prohibit guests/clients to take any food items at any time including "leftover" items from buffets, etc. The National Restaurant Association guidelines and local Health Department regulations will be strictly enforced. Please understand that these restrictions are designed to ensure the safety of you and your guests and your complete cooperation is appreciated. The only exception to this rule is wedding cake.

As required by the Wisconsin Health Department, we must inform consumers that the consumption of raw, undercooked, or otherwise not processed certain animal foods on the menu may pose a health risk to highly susceptible people (the elderly, children under the age of 4, pregnant women, and immune-compromised individuals).

EXTENDED SERVING TIME

The importance of commencing food service at the agreed upon time cannot be overemphasized. The longer service is delayed beyond the agreed upon time, the more the quality of food served deteriorates. Unless otherwise stated within the function contract all pricing assumes that food service will commence within fifteen (15) minutes of the time stated and that tables will be cleared immediately following the conclusion of the meal. Buffet dinners will be served for one hour.

Hhffrrrggh Inn understands that events do not always proceed as scheduled. If our staff is delayed in serving the meal more than fifteen minutes or the tables are not to be cleared immediately following the meal, there will be an additional charge for each staff member whose assignments are thereby delayed. Costs will vary depending on staff assigned to each event, but will consist of \$5.00 per staff member for every fifteen (15) minutes they remain waiting. These charges will be added to your final bill

TABLE SERVICE

Unless other arrangements are made, table service will be as described per your menu selection. Paper table service is included for all off-site events. Customers may upgrade to full china service for an additional fee of \$1.75 per person. Itemization of additional table service rentals can be provided upon request. *Replacement costs will be charged for lost, chipped, broken, or otherwise damaged items.*

OTHER SERVICES

We are a full service caterer. Our prices include service staff to set the tables, clear the dishes, and to provide coffee and milk at the table. We will set the head table, cake table, buffet table, gift table, and registration table with ivory linen and skirting. (White linen is available upon request with a two week notice).

Your event will be set-up and complete one-half hour prior to contracted event time, unless otherwise specified and available. Teardown will be immediate upon completion of event. An on-site supervisor will be present for the duration of your event to ensure your complete satisfaction.

All guest seating tables will be set with ivory linen table coverings for an additional cost of \$4.95 per tablecloth. Folded cloth napkins are available at an additional cost of \$.50 per napkin. Additional decorating, such as skirting can be obtained upon your request for an additional charge. We will do our best to assist you with table centerpieces, decorative buffets, and much more to help create the atmosphere you are looking to provide for your event.

Our staff will cut and serve your wedding or special occasion cake for an additional charge of \$.50 per guest. Paper service will be used, unless prior arrangements are made.

LIABILITY

Hhffrrrggh Inn Catering will not assume responsibility for the loss of or damage to any merchandise or articles left prior to, during, or following any event. Accordingly it is expressly understood and agreed that "Hhffrrrggh Inn" shall not be liable for damages of any kind whatsoever whether to property or person, loss of time, or any other loss arising from the use of or in any way connected with any rentals or any part thereof from whatever cause arising. Client agrees to indemnify "Hhffrrrggh Inn" free and harmless wherefrom.

Hhffrrrggh Inn reserves the right to assess additional replacement charges for materials that may be lost or damaged during an event that are the personal property or responsibility of the Hhffrrrggh.

CONTRACTS AND CHANGES TO CONTRACTS/POLICIES

All contracts with Hhffrrrggh Inn need to be signed and received by our office in accordance with the predetermined schedule. Failure to do so may result in Hhffrrrggh Inn refunding any advance payments and canceling your contract. In this instance, the initial deposit monies would not be refunded.

Hhffrrrggh Inn reserves the right to make changes in all policy and contract content or application as deemed appropriate with or without prior notice. Hhffrrrggh Inn reserves the right to make corrections to clerical or calculation errors.

After reviewing the above policies and attached menus, it is necessary to forward the signed CATERING POLICY AGREEMENT and deposit monies to our Banquet office to secure your booking. Please complete the information required and mail with your deposit. We will then sign and return this agreement form to you as an acknowledgment of your event. Thank you for allowing the Hhffrrrggh Inn to act as the host for your event.

I have reviewed the information contained within the BANQUET POLICY AGREEMENT provided to me by the Hhffrrrggh Inn. I understand the policies outlined and understand my responsibility to honor them.

I am providing the following information with the intent of contracting with the Hhffrrrggh Inn to provide service to the function indicated below.

EVENT DATE: _____

DEPOSIT AMOUNT: _____, **RECEIVED ON:** _____

CHECK # _____, **CREDIT CARD #** _____ / **Exp date** _____

Please make checks payable to: HHHFRRRGGH INN

CASH _____ **RECEIVED BY:** _____

NAME OF CLIENT: _____

ADDRESS: _____

CITY: _____ **STATE:** _____ **ZIP:** _____

PHONE: _____ **FAX:** _____ **EMAIL:** _____

RESERVED TIMEFRAME: _____

TYPE OF EVENT: _____

ESTIMATED NUMBER OF GUESTS: _____

ANTICIPATED MENU: _____

I have read and understand these policies and agree to honor what is outlined within this agreement.

Client Signature

Date

Hhffrrrggh Inn Representative

Date

**PLEASE READ ALL THE ABOVE ITEMS CAREFULLY BEFORE SIGNING.
CONTACT OUR BANQUET OFFICE IF YOU HAVE ANY QUESTIONS.
WE WILL BE HAPPY TO MAKE ANY CLARIFICATIONS. CALL (608) 741-8833**

November 2007