



Terms and Conditions

## **ROOM BOOKINGS: DEPOSITS AND CANCELLATIONS**

### **Tentative Bookings**

The Alma Mater Society considers tentative bookings to be those made by clients for whom no event deposit is received and no confirmation letter is signed. The Alma Mater Society reserves the right to cancel tentative bookings. In the event that another organization wishes to book the same date or venue, the Alma Mater Society will give the client with the tentative booking two business days for right of refusal at which time a non-refundable deposit is required.

### **Initial Deposit for Bookings**

Event dates and venues cannot be reserved without an initial deposit. The initial deposit will be applied to the event's final bill.

- A non-refundable initial deposit of 25% of the estimated event cost is required at the time of booking to secure an event date and venue.
- If the event is less than 60 days away from the time of booking, then 100% of the estimated event cost must be paid at the time of booking.

### **Damage Deposit**

The client account will be charged with a damage deposit of a minimum \$500 for events up to 100 guests and \$1,000 for events of more than 100 participants. In the event of actual damages, the assessed damages shall be deducted from the damage deposit to its limit; any remaining unrecovered amount shall be added to the final bill for the event.

### **Cancellation Policy**

- Events cancelled 30–45 calendar days from the date of the event are subject to a cancellation fee equal to the room rental and—if applicable—75% of the total net food and beverage costs.
- Events cancelled less than 30 days prior to the event date are subject to a cancellation fee equal to the room rental and 100% of the total net food and beverage costs.

The Alma Mater Society requires that all its clients submit advice of the cancellation of an event in writing immediately and no less than 45 calendar days prior to the event date to avoid the aforementioned cancellation fees. If for any reason beyond control (including but not limited to labour disputes, accidents, acts of war, weather, acts of God, fire, flood or other emergency conditions) either party is unable to perform its obligation under this contract, such non-performance is excused and either party may terminate the event contract without liability of any nature, or be liable for consequential damages of any nature for any reason whatsoever.

## **PAYMENT**

### **Final Payment**

Final payment is due at the completion of the event, unless prior invoicing arrangements have been made.

### **Type of Payment**

Payment may be made by certified bank draft, cheque, credit card or cash. Direct billing requires completion and approval of a credit application not later than 30 calendar days prior to the event date. The Alma Mater Society will not invoice third-party billing.

### **Taxes & Gratuities**

All prices are subject to tax or gratuity if applicable.

## **FOOD AND CATERING**

### **Catering Confirmation**

Full event details will be outlined in an event confirmation prepared by the Catering and Conference Sales Office and sent to the organizer for approval.

Food and beverage selections are required two weeks prior to the event date. Menu prices and liquor prices will be confirmed two weeks prior to the event date unless it is a same-day order. Notwithstanding the above, the prices of all products and services are subject to change without notice.

The Alma Mater Society reserves the right to be the sole provider of food and beverage during an event with the exception of specialty cakes provided by a certified caterer. Under our liquor license, all beverages (alcoholic and non-alcoholic) must be purchased through the Alma Mater Society. Any request for corkage will be respectfully declined.

### **Confirmation of Guests**

A guaranteed number of guests attending an event is required by the Alma Mater Society 72-hours in advance of the event date by 12pm (noon). This number may only be increased (but not decreased) after this time. The Alma Mater Society, at its sole discretion, may substitute menu items and services, to best accommodate increased numbers of guests after the confirmation due date.

If the guaranteed number of guests is not received by the Alma Mater Society 72 -hours in advance of the event date, billing and meal preparation will be based on the estimated number of guests in the signed event confirmation or the number in attendance, whichever is greater. Confirmations of guest numbers are to be made in writing to the AMS Catering Coordinator by e-mail or fax.

### **Allergies**

The Alma Mater Society will do its utmost to accommodate guests with specific allergies. However, for all allergies, our kitchen may contain seeds or nuts and therefore we cannot guarantee there is no cross contamination in the special preparation of an allergy-free alternate meal. Please advise the AMS Catering Coordinator of any special dietary needs no later than 72-hours prior to the event date.

### **Health Regulations**

No food or beverage will be permitted to be brought in or taken from Alma Mater Society with the exception of specialty cakes. Health regulations prohibit the removal of food remaining after a function by guests. Due to provincial food service regulations, all buffets and food displays can only be displayed for a maximum of two hours.

### **Menu Tasting**

Menu tastings are available with minimum of two-weeks advance booking. (Tastings do not include dessert items.)

- Buffet tasting: pre-select a maximum of 10 items for \$175.
- Plated meal tasting: pre-select a maximum of 6 items for \$225.
- Reception tasting: Pre-select a maximum of 6 items for \$90.

Food at tastings will be sufficient for up to five people to sample. Payment (including gratuities and tax) is due in advance. Upon completion of the booked event, menu tasting cost will be deducted from the invoice if minimum food and beverage revenue is met. Only the first menu

tasting will be credited to invoice; any subsequent tastings are at full cost.

Cancellations or date changes require 72-hours notice to avoid charges. Notification between 72 and 24 hours incurs a charge of 50% on the net cost. Any notice less than 24 hours incurs a charge of 100% of the net cost.

### **Printed Menus**

Menus can be printed by the Alma Mater Society in English for a charge of \$3 per menu. Menu translations are available (minimum two-weeks notice is required for translations).

## **DÉCOR AND AMENITIES**

### **Room Sets**

All room rentals include room sets consisting of tables & chairs (set once per day).

### **Event Decor and Equipment Rentals**

The Alma Mater Society must be consulted prior to setting up any displays or banners. The use of nails, staples, push pins, tape, glue or any similar materials is not permitted on any surface areas including but not limited to walls, windows, doors or ceilings of the venue or any bookable rooms. Damage will result in a charge being levied. Access to the venue (or a portion thereof) prior to the event date for the purpose of decorating can be arranged in advance. Please note, restrictions and costs may apply.

All event rentals and décor organized by the client are to be removed immediately upon conclusion of the event and proper recycling and disposal are the responsibility of the client. Items left behind must be claimed within seven days or will be donated to a charity. The Alma Mater Society is not responsible for loss, breakage or damage to event rentals and décor delivered and arranged.

The Alma Mater Society has preferred suppliers for flowers and other event needs

### **Signage**

The Alma Mater Society will provide directional signs to assist guests to locate event rooms. The Alma Mater Society reserves the right to remove signage that is not prepared in a professional manner or deemed unsightly and untidy. Signage placement and locations are at the discretion of the Alma Mater Society according to business levels and appearance.

### **Audio Visual Equipment**

The AMS features an extensive inventory of AV equipment. A detailed price list is available from your Event Coordinator upon request. Full service is provided by our in-house operators and will be arranged through your Event Coordinator.

### **Internet**

Access to hard-wired high speed internet for one IP address costs \$50 p. UBC provides wireless internet on campus.

### **Power**

The Alma Mater Society generally supplies 110V electricity. Please contact your Event Coordinator for any further requirements.

### **Tent Arrangements**

The Alma Mater Society reserves the right to be the sole provider of tenting. All tenting arrangements must be confirmed 30 days prior to the event date. Tents cancelled 30 days or less prior to the event date are subject to a cancellation fee of 100% of the tent cost.

## **EVENT ACCESS & ATTENDANCE**

### **Event Room Keys and Security**

The Alma Mater Society is not responsible for articles left unattended in an event room. Event room keys are available to restrict access. Please make arrangements with your Event Coordinator in advance to utilize this service. Additional security arrangements, provided by the customer, must be approved by the Alma Mater Society.

### **Liability**

The Alma Mater Society reserves the right to inspect and monitor an event and discontinue services in the case of any violations of Alma Mater Society policy or provincial law.

### **Insurance and Indemnities**

The AMS insurance covers public liability claims where the AMS or its employees acting in the course of their duties are held to be liable. Conference organizers are advised to obtain insurance cover in respect of any claims for which they might be held responsible, including loss or damage or property brought to the premises by or on behalf of any persons. The organization making the booking shall indemnify the AMS against any damage or injury to AMS property or AMS staff, caused by those attending the conference.

## **MISCELLANEOUS CHARGES**

### **Labour Charges**

- A surcharge per employee per hour applies for work on Canadian statutory holidays at a rate of time and a half per hour worked.
- The bartender labour charge is \$100 per bartender (this charge is waived when the net bar revenue exceeds \$600 per bartender.)
- Security costs are \$26 per hour per guard (minimum 4 hours).

### **Music Fees**

Events incorporating music are required to pay a Music Royalty Fee to Re:Sound (which collects royalties on behalf of artists and record companies) and to SOCAN (which collects royalties on behalf of composers, authors, and music publishers).

### **Parking**

Various parking options are available around the Student Union Building and on the UBC campus. Besides some street parking, the North Parkade is closest to the Student Union Building at 6155 Student Union Boulevard. Valet parking is also available for special events, please contact us for more information.