

Terms & Conditions/General Information

Space Reservation

The Holiday Inn Resort will, in good faith, assign and reserve space based upon the tentative number indicated at the time the function is booked. Should the guaranteed number of guests decrease to a level at which the full space will not be utilized, we reserve the right to make a room change. **FOOD and BEVERAGE FUNCTIONS:** 60 days prior to the date of your event, you will be given the opportunity to adjust the original estimate of attendance and release space back to the hotel without penalty. If your final guarantee is less than 75% of this new estimate, we reserve the right to incur a charge of 50% of the difference between the new estimate and the final guarantee. The Holiday Inn Resort would appreciate adherence to the times agreed upon for your function, as other groups may be scheduled for the same room prior to or following your function. Please contact our Sales & Catering office should you need to request a time change.

Guarantee

A confirmation of attendance, referred to as the guarantee, is required at least 72 hours in advance of the function. Guarantees for a Sunday, Monday, or Tuesday function must be received by 10:00 AM of the preceding Friday. This will be considered your minimum guarantee for which you will be charged, even if fewer guests attend. If no guarantee is received by the Sales & Catering office, the hotel will assume the guarantee to be the number indicated on the event order. Charges will be based upon the guarantee or the actual number served, whichever is greater.

Cancellation policy

Cancellations cause a loss of revenue to the hotel since the function space may have been leased to another client. If cancellation becomes necessary, a cancellation fee maybe applicable. Cancellation policy will be included as part of your final contract.

Performance

The performance of this agreement by either party is subject to acts of God, war, government regulations, or other uncontrollable events making it illegal or impossible for the hotel to substantially provide the services.

Food & Beverage

All food served in the public meeting areas must be supplied and prepared by the hotel. All alcoholic beverages consumed in the public areas must be controlled by the hotel's staff. The Holiday Inn Resort, as a licensee, is responsible for abiding by the regulations enforced by the North Carolina Alcoholic Beverage Commission and local county ordinances. Patrons that bring liquor onto the property for a designated function must adhere to the Special Occasion Laws as mandated by the NC Alcoholic Beverage Commission. Additional corkage fees will apply.

Menu Selections

In order to guarantee selected menu items, your menu selections should be submitted to the Sales & Catering office at least 3 weeks prior to the function date. Menu prices are subject to change up to 90 days prior to the function.

Handling of Conference Materials & Exhibits

Groups planning to ship materials and/or exhibits prior to arrival need to contact our Sales & Catering office. Due to limited space availability on site, we cannot accept meeting materials or exhibits more than 3 days in advance of your function. The Holiday Inn Resort cannot be held responsible for returning any materials. Any packages or boxes larger than or in any combination of 100 pounds will need special arrangement and must be moved by the originator of the items. If you plan on using a considerable amount of exhibit or working materials, you should contact our Sales & Catering office to arrange suitable off site storage space.

Linen

The Holiday Inn Resort will provide linens from our inventory for your function. Any special requests for linens not within our inventory will be at the client's expense.



Special Decorations and Services

Our Sales & Catering office will be delighted to discuss any needs for your particular function such as ice sculptures, thematic decorations, menu and invitation printing, recommended florists, fishing charters, etc. These and other services will be provided at a prearranged fee.

Sign & Banners

The Holiday Inn Resort has the following policy with respect to signs in the conference & meeting area. We reserve the right to approve all signage. All signs must be professionally printed. Printed signs outside function rooms should be free standing or on an easel. The affixing of anything to the walls, floor or ceiling with nails, staples, carpet tape or other means, unless approval is given by this office, is not permitted. In the event this is done without our authorization and any damages are suffered, the cost of repair and/or replacement will be billed to the occupant.

Payment/Credit

Payment in full is to be made in advance of your function unless credit has been established with the Holiday Inn Resort. If credit has not been established, a deposit will be required. The amount of deposit will be determined by the Sales & Catering office.

Damage

Patrons agree to be responsible and reimburse the Holiday Inn Resort of any damage done by patron, patron's guest, independent contractors or other agents that are under your control or the control of any independent contractor hired by the patron.

Music and Entertainment Requirement

We will be pleased to assist with the arrangement for these services. A variety of musical, show, and stage entertainers are available through our Sales &. Catering Office.

Outdoor Functions

In the event of a 30% or more inclement weather forecast, we reserve the right to decide six hours in advance of any function whether to relocate the function indoors. All entertainment that is outside must conclude no later than 9:00 PM. This is in accordance with local town ordinances and out of respect for other hotel guests and neighbors.

Audio/Visual Equipment

Audio visual equipment is available on a limited basis. For audio visual needs, please contact the Sales & Catering office for available equipment and prices.

Sales Tax, Service Charge, Labor Charge

The customary 20% service charge and current state sales tax are in addition to the prices shown on our menu. Last minute changes in room setups or other labor intensive changes will necessitate an additional charge.

Security

The Holiday Inn Resort may require, for certain events, unarmed security guards to be provided at the client's expense. All privately contracted security firms must be licensed and bonded and preapproved by the Holiday Inn Resort.

We will not assume responsibility for damages or loss to any merchandise or articles left or sent into the hotel prior to, during, or following your function or meeting. Arrangements may be made for security of exhibits, merchandise, or articles set up for display prior to or during the planned event.

