

# The Orleans Hotel & Casino

## Catering Policies

### PRICES

1. Prices listed are subject to change without notice, and exclude current sales tax and 18.75% gratuity.

### GUARANTEES

2. Guarantees for all functions must be received by the Catering Department no later than 12:00 Noon - three (3) working days prior to your function. If a guaranteed number is not received, you will be charged the expected number set forth on the banquet event order, as a guarantee or the number of people actually served, whichever is greater. In addition, we will not be obligated to serve or setup more than 3% above your guaranteed number. **Should your guarantee number fall below 15% of the original estimated number, you may be subject to additional service charge.**

### LABOR AND SERVICE CHARGES

3. Food functions of 50 persons or less will have a service charge of \$150.00 added to the check.
4. Chef and/or Server Attendant labor may be required and charged at \$100.00 each for a four (4) hour period, plus applicable sales tax.

### AUDIO VISUAL

5. The Orleans can provide Audio Visual equipment for your events. Prior approval by the Catering Department is required for any outside Audio Visual equipment, and **may be subject to a service charge.**

### BILLING

6. A non-refundable deposit will be required to secure space. The Catering Department will advise the amount and due date.
7. Full pre-payment, based on the anticipated attendance, shall be made by cash, certified check, credit card or bank check at least fifteen (15) working days prior to the event unless direct billing privileges have been established. Direct billing will be considered for accounts of \$5,000 and over through the Hotel Credit Department and must be requested sixty (60) days prior to the event. A deposit equaling thirty percent (30%) of estimated total charges will be required if approved.
8. If payment has not been received within the specified time limits, The Orleans Hotel & Casino maintains the right to cancel the event and retain the deposit. In the event direct billing has been approved, all payments will be due upon thirty (30) days after receipt. After thirty (30) days, the account will be considered past due and a 1.5% monthly interest penalty will be charged on all past due accounts until the balance is paid in full.
9. The function sponsor agrees that by signing the check for food, beverage, and/or other services, he/she acknowledges the fact that there is no dispute over such services and the sponsor is solely responsible for the payment of the total amount due.
10. Tax-exempt organizations must furnish a Nevada State Certificate of Exemption to the Hotel thirty (30) days prior to the event.

## *Catering Policies (cont.)*

### CANCELLATIONS

11. Written notification to the Catering Department will be necessary to cancel a function. The following penalties will apply:

61 days or more – Loss of deposit

31 to 60 days prior to your event - 50% of full estimated charges

30 days or less prior to your event – 100 % of full estimated charges

### LIQUOR SERVICE

12. The Orleans reserves the right to refuse service to any person who visibly appears to be intoxicated. Guests must be 21 years of age or over to consume alcoholic beverages.

13. Liquor service - a labor charge of \$125.00 per bartender, plus applicable Sales Tax, will be added to the check.

### DISPLAYS/SIGNS

14. Displays, signs, and/or decorations may not be used unless and until The Orleans gives written approval for them. If approved, the patron agrees to be responsible for any damage done to equipment or space. This includes damage or excessive cleanup made necessary by florists, decorators, or outside agencies during setup or teardown. Signage is permitted in designated Hotel areas and the placement arranged through the Catering Department. A security deposit may be required.

15. Additional charges will be incurred to handle any banners, posters, and signs. The Hotel will not allow the affixing of anything to the walls, floors, or ceilings with nails, staples, tape or any substance, unless prior approval by The Orleans Catering Department.

### SECURITY

16. If required, in our sole judgment, in order to maintain adequate security measures in light of the size and/or nature of your function, you will arrange at your expense, security personnel supplied by The Orleans Hotel & Casino. Outside Security services are prohibited.

### MISCELLANEOUS

17. Your organization agrees to protect, indemnify, defend, and hold harmless The Orleans and its employees and agents against all claims, losses, or damage to persons or property, government charges, fines, and cost (including reasonable attorney's fees) arising out of or connected with the use of the facilities, including but not limited to the installation, removal, maintenance, occupancy or use of the premises, or any part thereof, by Organization, or any guest, invitee or agent of Organization or any independent contractor hired by Organization, except those claims arising out of sole negligence or willful misconduct of The Orleans.

18. The Orleans is not responsible for loss or damage to any property, which the organization or its guests bring to the hotel before, during, or after the use of the facilities.

## *Catering Policies (cont.)*

19. If our obligations under this agreement are not met for any reason beyond our control, our failure is completely excused and we may cancel this Agreement by returning your deposit. The following is a partial list of events that, if they occur, would be considered reason beyond our control: strikes, labor disputes, accidents, government restrictions on travel, hotel operations, goods or supplies, acts of war and acts of God. If, for any reason, the reserved space is not available for the function, other space of comparable quality in The Orleans will be substituted for and accepted by you.
20. All food items must be supplied and prepared by The Orleans. Food and beverage will not be permitted to be brought into The Orleans by the guest or any attendee with the exception of wedding cakes, which are subject to service charges. Guests may not remove food or beverages from the premises.
21. Any function that has an admission charge or fee, or has merchandise for sale, must be approved and licensed with the Clark County License Board. A copy of the Certificate must be presented to the Catering Office seven (7) days prior to the event.

### **PACKAGES**

22. There will be handling charges for incoming and outgoing packages. On-Site contact is responsible for scheduling delivery to designated function room prior to the event. Client is responsible for coordinating return shipment of packages with the business center, as well as charges. **Please contact Business Center Solutions at 702-992-0599 for current fee schedule.**

**DO NOT** address packages to the hotel Catering and Sales representatives. Address as follows:

The Orleans Hotel & Casino  
4500 W. Tropicana Avenue  
Las Vegas, NV 89103  
Hold for: Guest Name, Convention Name & Date

### **FLOOR PLANS**

23. Floor plans for meetings and food and beverage functions with 300 people or more must be approved by the Clark County Fire Department thirty (30) days prior to the date of the function(s). Therefore, all decorations, audiovisual, and room setup requirements must be received by the Catering Department no later than forty-five (45) days prior to function(s). Fee's range from \$200.00 to \$700.00 per diagram will apply. Floor plans are final once they are approved by the Fire Department. Therefore, no changes or alterations can be made with the exception of deleting equipment, tables, and decorations.
24. If requirements are not received by the Catering Department forty-five (45) days prior to function(s), the room setup will be at the Hotel's discretion.

## *Catering Policies (cont.)*

25. Function rooms are assigned according to the anticipated number of guests at time of booking. Any increase or decrease in number of guests will be accommodated based on space availability. Function room assignments are subject to change without notice, and at the sole discretion of the hotel. Please do not list room names on invitations and/or notices.

### *DECORATIONS*

26. It is the responsibility of the organization to ensure their contracted decorator provides the Clark County Fire Department with all proper certification of fire-retardant materials. This must be done in advance of the function. The decorator must also have in their possession at the time of setup in the Hotel copies of such certificates for presentation upon request by Hotel and/or Fire Department.

### *ACCEPTANCE:*

On behalf of the group, I hereby agree to be bound by the terms and conditions set forth in the Catering Policies. I certify that I have authority to bind our group to this agreement.

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*Group Name*

*Date of Function*

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*Signature*

*Date*