

## **Embassy Suites Hotel at the Chevy Chase Pavilion** **Guidelines and Information**

Thank you for choosing the Embassy Suites Hotel at the Chevy Chase Pavilion for your upcoming event. We look forward to hosting you and providing your guests with personalized, professional service. If you have questions about the following guidelines, please contact your Sales or Catering representative.

### **Establishment of Billing Privileges**

**Corporate Functions:** Hotel credit accounts may be established for corporate functions. Our accounting department requires a minimum of thirty (30) days to process a credit application. The company must provide a complete application, with bank and credit references, to be considered. If credit for direct billing purposes is not requested or approved thirty (30) days or more prior to the event start date, then an alternative means of credit must be established via a credit card or advance payment in full.

**Social Functions:** When securing space for a banquet event, a non-refundable deposit (amount established by Hotel) and signed contract must be received by the Hotel to confirm your date and function space. The full remaining balance is due 72 business hours prior to the scheduled function. A signed credit card authorization must be on file to secure any balance due. All deposits are non-refundable and will be credited to your final bill.

### **Food and Beverage Buffets**

To ensure the quality and presentation of our food and service, Continental Breakfasts, Full Breakfast Buffets, Luncheon Buffets and Afternoon Breaks are replenished for one hour from the scheduled start time. Dinner Buffets are replenished for one and one-half hours. The Hotel cannot package food for removal from the property.

### **Guarantees**

Guaranteed confirmation for the number of guests attending your function must be submitted to your Catering Manager 72 business hours prior to your function. Should you fail to contact your Catering Manager with your final guarantee, your contracted number of attendees will be prepared for and billed accordingly. If the actual number of attendees is greater than the guaranteed, the actual number of attendees will be charged. Please note there are minimum numbers of required attendees detailed on our catering menus for certain menu selections.

### **Outside Food and Beverage**

As the sole licensee for the consumption of food and beverages on our premises and the collection of appropriate taxes, we are responsible for monitoring consumption and strictly prohibit groups from bringing in outside food or beverages into the Hotel.

### **Additional Labor/Set-Up Fees**

If you require a change in meeting room set-up during your event, additional labor and/or set-up fees may be added to your bill. These costs will be outlined during the detailing of your event and noted on your banquet event orders.

### **Entertainment**

The Hotel must approve the entertainment vendors selected for functions hosted within the Hotel. Based on the location and noise restrictions, some areas of the hotel's function space is not suitable for DJ's or live entertainment. Please consult with your Catering Manager for appropriate entertainment options.

### **Children's Pricing**

Children's pricing is available for all buffet selections. Children three and under are free; children 4 – 12 are at a 50% discount and children 12 and older will be charged as adults. Please consult with your Catering Manager if you would like to create a special children's menu for your event.

### **Service Charge and Tax**

A 21% taxable service charge and 10% tax will be added to all meeting room set-up and food and beverage prices. A 21% taxable service charge and 5.75% tax will be added to all audio-visual equipment prices. A 5.75% tax will be added to all bartender or banquet attendant fees. If you are a **District of Columbia (DC) tax-exempt** organization, please provide your DC tax exemption certificate with the returned, signed contract. Due to the laws of DC, we are unable to accept blanket Federal exemptions, Maryland/Virginia exemptions, or any other tax exemption certificate that is not issued by the DC government.

### **Package Delivery**

Packages for your event may be delivered no earlier than three (3) business days prior to the start date of your function. The Hotel is neither responsible for lost or stolen materials nor for return shipping or storage of materials at the conclusion of the event. Items may be returned to sender or delivery refused if arriving greater than three (3) days prior to event start date:

Please include the following information on the shipping label:

- Conference name and date of event
- On-site client contact name
- Attention: Sales and Catering Department/Hotel Catering Manager's name

### **Decorations and Display Materials**

Any decorations or displays, including banners and posters, brought in for public display in the common areas of the hotel, must be approved by your Catering Manager prior to arrival. If decorations or display materials require additional staff clean up, additional services fees may be charged. The Hotel strictly prohibits the use of any pins, duct tape, dual sided-tape, or other industrial strength/grade adhesive to be used to affix any materials in the meeting or public space of the hotel.

### **Audio-Visual Equipment**

We encourage you to rent audio-visual equipment from the Hotel as we are familiar with its operation. When renting the Hotel equipment, it may be necessary to arrange for an on-site audio-visual technician to facilitate more complex set-ups. We are pleased to arrange this service for you; pricing information is located on the audio-visual equipment list. However, if you choose to provide your own equipment, you will be responsible for the set-up, teardown and facilitation of the equipment during the meeting, including technician duties. The Hotel banquet team cannot assist in the set-up, maintenance or breakdown of any external audio-visual equipment utilized for an event.

### **Parking**

There is an underground parking garage at the Embassy Suites for hotel guests and visitors to the Chevy Chase Pavilion. If you wish to purchase parking vouchers for your meeting attendees, the charge is \$24.00 per ticket, per day for daily parking or \$24.00 per vehicle, per night for overnight parking. We will apply these charges to your bill if requested. Please provide your Catering Manager with the number of parking vouchers needed 24 business hours prior to your meeting. Guests and visitors may also pay cash at the garage exits if they prefer. *Parking rates are subject to change.*

### **Security**

If additional security is required for an event, please notify your Catering Manager as early as possible to provide a list of approved security vendors in the District of Columbia. The Hotel may require the use of additional security for selected events and will inform clients of this need and approximate costs involved.