

CALISTOGA RANCH

GENERAL EVENT POLICIES & INFORMATION

AGREEMENT	<p>Once you have selected your preferred date, Calistoga Ranch will issue a Catering Agreement. To secure the date, a signed copy of the Catering Agreement and the nonrefundable deposit should be returned to the Catering Department within the time period listed on the Catering Agreement. A minimum one night stay with a two night minimum on weekends is required to hold a catered event at Calistoga Ranch.</p>
DEPOSITS & PAYMENTS	<p>To guarantee your event at Calistoga Ranch, an initial deposit reflecting 100% of the facility fee and 100% of any reserved guestrooms must be paid in full along with the signed agreement. The second deposit due will reflect 100% of the contracted food and beverage minimum.</p> <p>An itemized description of anticipated event charges will be provided by Calistoga Ranch, and is due and payable seven (7) days in advance of the event by cash, credit card or certified check. Final payment must be received on the day of the event or upon checkout from the resort by credit card or cash. Calistoga Ranch accepts American Express, Discover, Diner's Club, MasterCard and Visa.</p> <p>A credit card number is also required to guarantee any additional charges that occur during your event. Direct Billing is not available for social events, with the exception of Calistoga Ranch Owners. Direct billing may be established for corporate events upon receipt and verification of a completed credit application.</p>
CANCELLATIONS	<p>Functions canceled after deposits are received will forfeit the entire amount of the deposit(s). Functions canceled less than fourteen (14) days of the scheduled date will be charged the full price of the planned meals, rental equipment and applicable facility fees. Refer to your booking agreement for specific policies.</p>
FINAL GUARANTEES	<p>The expected number of guests must be specified to the Calistoga Ranch a minimum of fourteen (14) days prior to the event. This number will be considered the guarantee and is not subject to reduction. If we do not receive a guarantee within this period, the number of guests stated on the catering contract will be considered a guarantee and charges will be assessed accordingly. Your final bill will be charged for your actual attendance or guaranteed guest count, whichever is greater. Calistoga Ranch prepares for an estimated 5% over your guaranteed guest count.</p>
FOOD & BEVERAGE	<p>Your menu, wines and all event details should be confirmed a minimum of fourteen (14) days in advance of the event. The host must pre-select all courses of the menu unless agreed to in advance. Any changes to the menu must be made no later than fourteen (14) days prior to the event. All catered events are subject to 20% service charge and sales tax, currently 7.75%.</p> <p>All food and beverage must be catered by Calistoga Ranch and serviced by our staff. The California State Liquor Commission regulates the sales and service of all alcoholic beverages. Calistoga Ranch is responsible for the administration of these regulations, therefore policy indicates that no alcoholic beverages be brought into the resort for a private event.</p>

MENU SELECTION

Events with 25 guests or fewer may have a choice of two (2) pre-selected main courses, pre-approved by the Calistoga Ranch Catering Department. The maximum number of main course selections may not exceed two (2). For two choices in each category, a \$25/person surcharge will apply. All courses of the meal must be pre-selected by the host.

Groups of 25 or more may have a choice of entrée only for an additional charge:

25-40 guests, \$500 surcharge

40-60 guests, \$1000 surcharge

60-80 guests, \$2000 surcharge

A count of each entrée must be given to the Catering office 14 days prior to the event, along with a completed list of each guest's selection and seating chart.

MENU TASTINGS

Menu samplings may be arranged through your Catering Manager. The panel may be no larger than four guests. The tasting must be requested 14 days prior to the date desired and is subject to Chef availability. Appetizers, salads or soups, and entrees from our Banquet Menus are available for tasting (maximum of two selections per course). Hors d'oeuvres and desserts are not available for sampling. A charge of \$70 per person applies.

FACILITY FEES & EQUIPMENT RENTALS

Facility Fees for all event space will be quoted by the Catering staff at the time of scheduling. Facility fees will vary depending on the room(s)/space(s) and times reserved and are subject to applicable sales tax. Included in your facility fee are tables, chairs, white china, flatware, crystal (plasticware for functions at the Poolside Patio and Upper Terrace), Calistoga Ranch table linens, printed menus on resort stationary, and on property transportation.

A variety of specialty china, flatware, linens, and chairs are available for rent if desired. Calistoga Ranch is happy to supply vendor referral information once your agreement has been confirmed.

TABLE ARRANGEMENTS & FLOOR PLANS

Round tables of eight, ten, or twelve are most often requested. We do reserve the right to adjust table size in the event the number of guests changes. Please provide the number of guests assigned per table and your seating chart to your Catering Manager a minimum of (7) days prior to your event date.

AUDIO/VISUAL

Complete audio/visual service is available through our Catering Department. Fourteen (14) days notice is requested for any audio/visual equipment needs.

VENDORS

Upon contracting with Calistoga Ranch, we will provide a complete referral list for vendors who may assist you with flowers, photography, music, etc. If you prefer, you are welcome to make arrangements with your own vendors. Please advise them to contact Calistoga Ranch for instructions concerning the resort's vendor policies. Calistoga Ranch reserves the right to approve all vendors and to regulate set-up times or access to the resort.

ENTERTAINMENT

Due to the tranquil atmosphere of Calistoga Ranch, musical entertainment outdoors is limited to acoustical strings, and must end by 8:00pm. Amplified music is only permitted in the Wine Cave with the doors closed, and must conclude 15 minutes prior to the end time stated on your Catering Contract.

Calistoga Ranch reserves the right to approve all arrangements and musical selections, and may discontinue music at any time during an event that is disruptive to the experience of other resort guests.

DECORATION

It will be our pleasure to consult with you on decorative preferences. Decorations or displays brought into the resort by the guest must be approved prior to arrival by your Catering Manager and may only be displayed in your contracted event space(s). Items may not be attached to any stationary wall, floor, window, or ceiling with nails, staples, tape, or any other substance.

WEDDINGS

Calistoga Ranch does not allow the throwing of bird seed, confetti or rice. Sparklers, fireworks, or explosives of any kind are not permitted on the Calistoga Ranch property.

SHIPPING & RECEIVING

Should you have materials associated with your upcoming event, please send them to the property no earlier than three (3) days prior to the event. All parcels are to be addressed as follows:

Calistoga Ranch
580 Lommel Road
Calistoga, CA 94515
707-254-2800

Attention: Sales & Catering Department
(name of Catering Contact)
(Name of Group)
(Group Arrival Date)

GUEST CONDUCT

Your guests must conduct themselves in compliance with all applicable laws, ordinances and regulations. You will be responsible for any damage caused by your party. Functions must be limited to space(s) reserved and must begin and end according to the agreed upon schedule, or be subject to overtime charges. Per California Law smoking is not permitted in any of our indoor facilities or outdoor bar or dining areas.

LIABILITY

Calistoga Ranch does not assume responsibility for damage or loss of any merchandise or articles brought onto the property or any item left unattended.