

BEST WESTERN HACIENDA HOTEL/ACAPULCO CATERING POLICIES

Guarantees

The attendance for private banquet functions must be specified 72 hours prior to the function. This will be considered as your guarantee not subject to reduction. If a guarantee is not received, the original estimates will automatically apply.

Service Charges

An 18% service charge will be added plus 7.75% sales tax. The service charge is taxable per California State Sales Tax Law Regulation 1603 and Annotation 5500780. (Service Charge and Taxes are subject to change)

Security

The Acapulco Restaurant/Best Western Hacienda Hotel will not assume responsibility for any damage or loss of any merchandise left in the hotel prior to or following a banquet function or meeting. The engager at their own expense must make any additional security requirements.

Food & Beverage

Prices are subject to change. It is the policy of the Hacienda Hotel-Old Town that all food and beverages consumed in public meeting rooms must be purchased through the Catering Department.

There is a minimum bartender charge of \$75.00 per bar. However, if the beverage sales exceed \$300.00 per bar, the bartender charge will be waived.

Meeting Rooms

Banquet and or meeting facilities are assigned by the Best Western Hacienda Hotel/Acapulco Banquet and Catering Department to accommodate the expected attendance indicated at the time of confirmation. The Best Western Hacienda Hotel/Acapulco Banquet and Catering Department reserves the right to move your event to appropriate space within the hotel if it deems necessary, or if attendance numbers differ from the numbers originally indicated.

Special Services

Advance delivery of materials, equipment or packages must be coordinated with the Catering Department prior to the function date. Such items are subject to maximum size and weight restrictions, as well as storage and handling fees. To assure proper receiving, please address all items as follows: organization, group representatives, "Hold for Arrival"(function date), Hotel Sales or Catering Representative. The Hotel will exercise all customary and reasonable care in receiving goods, but will not assume any liability for loss or damage to such items.