

BANQUET ROOM

POLICIES

1. The Country Springs Hotel books Weddings and similar one-time social functions beginning 15 months prior to the event date.
 2. Return signed contracts and deposits within two weeks of booking your function to avoid the release of reserved space.
 3. Prices listed on menus are subject to change without notice. Firm prices can be quoted in writing sixty (60) days prior to the event, if requested.
 4. Please choose one entree selection only. If two selections are needed, please contact the Catering Department for minimum requirements and applicable surcharges.
 5. Any modified entrees required due to dietary or religious restrictions must be requested no later than at the time the guaranteed count is provided. If additional entrees must be prepared at the time of meal service due to last minute requests by guests, charges will be applied for those additional entrees.
 6. Food service is limited to two (2) hours for hors d'oeuvres and buffets.
 7. Three weeks prior to your banquet, please inform our Catering Department of: Entree choice, room setup details, estimated number of attendees and any other specifics relating to your function.
 8. Providing a firm guaranteed count is the responsibility of the client and is to be provided to the Country Springs Hotel three (3) business days prior to the event. A room diagram must also be submitted at this time, if applicable. If the Country Springs Hotel does not receive the guarantee three (3) business days prior to the event, the booking party will be charged for the full person count listed on the contract, unless the actual number of guests is greater. This guarantee is the minimum count you will be charged for and cannot decrease once it has been given. Please notify the Catering Department as soon as possible if your count increases.
 9. The Country Springs Hotel reserves the right to substitute an entree if the number of attendees exceeds the guarantee count. The Country Springs Hotel cannot be responsible for service to more than five percent (5%) over the final guarantee. Charges will be based on the guarantee count or the actual number of guests served, whichever is greater.
 10. To ensure safety, no food or beverage can be removed from the premises. The only exception is wedding cakes.
 11. A minimum of 75 guests is required for all buffets.
 12. The Country Springs Hotel prohibits the serving of any food or beverage on our premises which is not purchased from the Country Springs Hotel. The only exception is wedding cakes.
 13. Functions will be staffed as required to properly service the event. Any additional or special staffing requested will be charged at the prevailing rate.
 14. The Country Springs Hotel will not accept any responsibility for damage to or loss of any merchandise or articles, equipment or decorations. This includes cakes, on the premises before, during or after the function. Cakes must be set up by the bakery preparing the cake.
 15. The Country Springs Hotel must be permitted a minimum fifteen (15) minute period for clearing time immediately following your meal.
 16. Orchestra, band or DJ arrangements are made by the booking party itself. Volume must be kept at an appropriate level and the Country Springs Hotel reserves the right to limit volume levels at any point so as not to exceed comfortable levels for all hotel patrons. Music may play until 12:30 a.m. City code requires that all banquet rooms be vacated by 1 a.m.
 17. Open flames are prohibited by fire code. Candles are permitted as long as the flame is enclosed in a votive cup or other nonflammable container. The use of sparklers is prohibited.
 18. The use of glitter, confetti, smoke machines and aerosol foam string is prohibited. If this policy is violated, a cleanup fee of \$200 will be added to the event bill.
 19. The Country Springs Hotel must be notified, at least two (2) weeks in advance, of any special services (e.g., staging, special lighting, etc.) required. These will be charged at the Country Springs Hotel's current rate schedule.
 20. Groups requesting tax exemption must submit a copy of their tax exempt certificate at least seventy-two (72) hours prior to the function.
 21. A service charge at the prevailing rate and applicable state sales tax will automatically be added to your master bill for all food and beverage functions. The State of Wisconsin requires that the service charge be taxed.
 22. Event charges will be routed to a single master bill. If multiple parties will be paying portions of the bill please ask for assistance dividing the charges prior to the event. The contracted customer remains responsible for payment in full.
- Any exceptions to the above general policy must be negotiated at the time arrangements are made, and not less than three (3) business days prior to the event. Our staff of professionals is available to assist you with any of your banquet and/or meeting needs.

DEPOSITS AND PAYMENTS

1. The following deposits are required at the time of booking in order to guarantee your banquet room reservation. This deposit will be credited toward the final bill.
 - \$500 deposit for the Garden Gazebo.
 - \$1000 deposit for the Woodfield Room, Meadowbrook Room/Garden Terrace, Somerset Room and Grand Pavilion.
 - \$2,000 deposit for the 1/2 Grand Ballroom, Full Grand Ballroom and Grand Salon.
2. Payment for the total food bill and hosted beverages is required 72 hours in advance of the function. An estimated bill will be provided when your guarantee is given and will include an additional \$500 to be held in reserve for any additional expenses incurred during the course of your event. Any remaining balance of the bill must be paid in full prior to departure. If at the conclusion of the event a refund is due, the Country Springs Hotel will issue a check within forty five (45) days.
3. All payments are required in cash, personal check (local) or cashier's check. Credit card payments are NOT accepted for deposits or payments of food/beverage. Any unpaid balance will be invoiced at 1.5% per 30-days.

PLEASE NOTE

In the event of a cancellation, the deposit is non-refundable. Deposits are non-transferable. Additional cancellation charges may apply in keeping with the terms of the catering contract. Please refer to your catering contract for specific details.

Please Note: Smoking is prohibited in banquet rooms and banquet bar areas.