



## **CATERING/CONVENTION SERVICES GUIDELINES**

All reservations and agreements are made upon, and are subject to, the rules and regulations of the Resort, and the following conditions:

### **FOOD AND BEVERAGE**

Due to health regulations, liquor ordinances and liability insurance, it is required that all food and beverage be purchased through the Hyatt Regency Coconut Point Resort & Spa. No food or beverage of any kind will be permitted into the Resort by patrons, guests or invitees from outside the property. Client shall be responsible for ensuring that persons under the legal drinking age are not served and do not consume alcoholic beverages on the hotel premise and Client agrees to indemnify, defend and hold harmless the Resort and it's owner for any loss, cost, damage, liability and expense (including reasonable fees) arising from or in connection with any of the foregoing.

### **GUARANTEES**

A function's attendance must be specified by 11:00 am three (3) business days (Monday through Friday) prior to the event. This number will be considered a guarantee, not subject to reduction. The hotel will set up and prepare for 3% above the guaranteed number. The Resort cannot be responsible for service, accommodations or guaranteeing for the same menu items for more than 3% over the guarantee for events. Client shall be responsible for the guarantee or the actual number of attendees whichever is greater. If a guarantee is not given to the Resort by the specified time, the final guarantee will be the number stated on the Banquet Prospectus.

### **BARTENDER AND LABOR CHARGES**

For hosted consumption bars and cash bars, there will be a bartender charge of \$150.00 per bar. Bars are staffed at one (1) bartender per one seventy-five (75) guests. Carvers and Attendants are available at \$150.00 each for two (2) hours, \$50.00 for each additional hour. All labor charges are subject to 6% state tax. All meal periods have set limits for maximum serving times: Breakfast, Lunch and Dinner is two (2) hours. Exceeding these limits will result in a labor charge of \$30.00 per hour per server.

### **SERVICE CHARGE AND SALES TAX**

A taxable service charge of 24% and state sales tax of 6% will be added to all food and beverage. Outdoor functions also require a taxable service charge of 24%. For groups of less than fifty (50) guests, an additional \$5.00 per person service charge will be assessed on all meals.

### **OFF PREMISE CATERING**

There are several off-property venues available to create a memorable event for your guests. There is an off property catering fee of \$2,000.00 plus 24% taxable service charge and 6% sales tax.

### **ROOM ASSIGNMENT**

Function rooms are assigned by the Resort according to the guaranteed number of guests anticipated by the client. The Resort reserves the right to assign an alternate room for client's function in the event the room originally designated for such function shall be inappropriate or unavailable, as determined by the Resort. If attendance increases or decreases, we reserve the right to move the function, with notification, to a location suitable for the new attendance figure.

### **SET UP**

All functions will be set as specified on the Program of Events. If a change to the room set is requested within 24 hours of the event, a \$250.00 labor charge will be assessed. Client agrees to begin the function at the scheduled time and agrees to vacate the function space at the closing hour indicated.

## **DECORATIONS, LINENS AND TRANSPORTATION**

Our Catering/Convention Services staff will be happy to help you choose the appropriate linens from our own inventory or special orders can be made through your Catering/Convention Services Manager at an additional charge. Your catering / convention services manager can also recommend local Destination Management Companies for more extensive décor and theme needs as well as group or individual transportation needs.

## **AUDIO VISUAL**

Visual Aid Electronics (VAE) is our in-house Audio-Visual Company. VAE can provide all of your needs to ensure a successful event of any size and technology. The Audio-Visual service charge is currently 24%. Please contact Robert Klahre at (239) 390-4219, fax (239) 236-1535, or email [rklahre@vaecorp.com](mailto:rklahre@vaecorp.com) for further information.

## **EXHIBITS/PRODUCTION/OUTSIDE CONTRACTORS/HOTEL RIGGING**

To maintain the quality and to protect the Hotel, its customer and guests, we require all outside exhibit or production companies to contract through VAE for load-in and load-out as well as any rigging needs. VAE will provide outside companies with a production guide. The Resort reserves the right to advance approval of all outside contractors hired for use by a convention group. All outside contractors must submit proof of insurance, general indemnity, engineering/electrical needs and Fire Department permits to the Resort fourteen (14) days prior to their set-up. The customer is responsible for any damages an outside contractor incurs while in the employ of a customer. Exhibit Services is the preferred drayage company. Please contact Joe Conn at 813-623- 1163 or visit [www.exhibitservices.com](http://www.exhibitservices.com) for more information. The hotel does NOT accept shipments / freight for Exhibits or Exhibit Shows. Storage arrangements for exhibit materials must be made with an off-property exhibit company with delivery on “move-in-day” and removal on “move-out-day.”

## **ELECTRICAL / ENGINEERING SUPPORT & REQUIREMENTS**

Electrical and technical support may be provided through the Hotel with advance notice at an additional fee. All power requirements must be communicated to our engineering department through your catering / convention services manager two weeks prior to your function set-up. Your convention services manager will provide you with costs and power order forms.

## **FIRE CODES**

Open flame devices (fog machines, hazers, pyrotechnics, automobiles, etc) are allowed, but must be approved by the Director of Engineering, Director of A/V, Director of Security and the local Fire Marshall. In some cases, a permit may be required. All approvals or permits must be confirmed within two weeks of the event. A \$2,000 fee is required to schedule a Fire Watch to modify the hotel's fire alarm system and to schedule a Fire Marshall to be present during the use of these machines. Less than two week's notice will require a \$5,000.00 fee. No furnishings, décor or other objects shall be placed so as to obstruct exits, access thereto, egress from or visibility thereof. Hangings or draperies shall not be placed over exit doors or otherwise located as to conceal or obscure any exit. Mirrors shall not be placed in or adjacent to any exit in such manner to confuse the direction of the exit. Any furnishings, décor and stage settings shall be fire retardant treated and must display certificates. A certificate of insure, holding Hyatt Regency Coconut Point, its owners, agents, employees and guest harmless in the case of any incident involving services provided by an outside, third-party company and its employees, covering liability of \$2 million per occurrence would need to be submitted to your catering / convention services manger.

## **TELECOMMUNICATION & INTERNET SERVICES**

Our Telecommunications Department is happy to provide you with any telephone and/or Internet services that you may require. Your catering / convention services manager can provide you with a pricing information. In order for us to properly service all clients, this phone & Internet service must be ordered two weeks prior to your event. If same day set-up is required, there will an additional \$50.00 service charge over and above normal charges.

## **DISPLAYS AND SIGNS**

All signs and banners must be professionally printed. No signs are allowed on the guest room levels, elevators and main lobby areas of the Resort or building exterior. Printed signs outside the function rooms must be free standing or on an easel. The Resort will not permit the affixing of anything to the walls, doors or ceilings of rooms with nails, staples, adhesive tape or any other substance. In the event that this is done without the Resort's written authorization, and any damage is suffered, the cost of the repair or replacement will be billed to the client. Arrangements for banners to be hung should be made in advance through the Visual Aid Electronics at a rate of \$75.00 per banner

### **BUSINESS CENTER**

The Business Center provides all shipping services with a complete inventory of shipping materials. In addition, they also provide executive computer workstations, Internet access, word processing, photocopies, facsimile transmissions, nametags and place cards, and laser printer usage. You may contact them directly via telephone at (239) 390-4220.

### **OUTDOOR FUNCTIONS**

Due to the demands of scheduling staff and equipment movement, the Resort will decide on the day of your function by 1:00 pm, whether the function will be held inside or outside. If the Bonita Springs weather forecast is 40% chance of rain or higher, extreme temperature, or lightning, the party will automatically be inside to ensure the safety of our guests and staff. A \$1500 labor fee will be assessed if group decides to move inside after event setup has occurred. All outdoor functions require a service charge of 24% and lighting is required for evening functions at an additional charge through VAE. Outdoor food functions are to be buffets. Outdoor functions have 10:00 pm curfew.

### **STORAGE AND SHIPPING**

As storage space is extremely limited, small packages will be accepted five (5) days prior to the meeting date and must be pre-arranged through your catering / convention services manager. Boxes received will be charged at a rate of \$10.00 handling fee per box. Pallets are charged at \$150.00 per pallet. Outgoing shipments must be directed to the Business Center. There is a handling fee of \$10.00 per box for all out-going shipments, plus the cost of shipping. Current sales tax (6%) applies. When shipping materials to the Hotel, please include the following information on ALL packages to ensure proper delivery and storages:

1. Hyatt Regency Coconut Point & Spa  
5001 Coconut Road  
Bonita Springs, FL 34134
2. Group Name
3. Dates of Meeting
4. Your Name or the name of the individual who will ask for the box on property.
5. Box # \_\_\_\_\_ of \_\_\_\_\_
6. Attn: Name of your catering / convention services manager

### **SECURITY**

The Hyatt Regency Coconut Resort and Spa will not assume responsibility for the damage or loss of any merchandise or articles brought into the Hotel. Arrangements may be made through your Catering / Convention Services Manager for the security of exhibits, merchandise or audio-visual equipment. The charge is \$45.00 per hour, with a four (4) hour minimum. Security arrangements require two (2) weeks notice.

### **INDEMNIFICATIONS**

The Hyatt Regency Coconut Point Resort & Spa requires that all outside audio-visual production companies and third party vendors review and sign the General Indemnification form, and return to your catering / convention services Manager. Should your event require animal events, an athletic tournament, automobiles, body parts, boxing matches, food preparation or helicopter landsin, please contact your Catering / Convention Services Manager to obtain the appropriate specified indemnification form.

### **DAMAGE AND SECURITY**

The Resort will not assume or accept any responsibility for damage to or loss of any merchandise or articles left in the Resort prior to, during or following the function. Client agrees to pay for any damage done to the function room, equipment and/or other areas of the Resort caused by the client, their guests, invitees, employees, independent contractors, or other agents under the client's control. Any meeting rooms with an air wall cannot be secured and a security guard is recommended. The Catering/Convention Services Department can assist with these arrangements.

### **TAX EXEMPTION**

A valid Florida State Tax Exemption Certificate is required thirty (30) days prior to the function along with a check or credit card naming the exempt. Groups will not receive tax exemption if the certificate/credit card is received after the function has taken place.

### **BILLING**

All deposits are non-refundable and will be applied towards any liquidated damages due to the Hotel in case of cancellation of the event. Full pre-payment is due as contracted unless credit has been approved to the satisfaction of the Resort. Group must exceed \$10,000 to be approved for Direct Billing. If credit is approved, all accounts are due and payable upon receipt of invoice. In the event such payment is not made within thirty (30) days after receipt of the original invoice, the Resort may impose a late payment charge.

### **PRIVACY OF PERSONAL INFORMATION**

Hotel shall comply with the Global Privacy Policy for Guests available at <http://privacy.hyatt.com> (the “**Privacy Policy**”). Group, with respect to guests of Group (“**Group’s Guests**”) who stay at the Hotel pursuant to this Agreement:

- (i) shall make the Group’s Guests aware of the Privacy Policy;
- (ii) shall obtain the consent of the Group’s Guests to disclose their personal information to the Hotel for the purposes set out in the Global Privacy Policy for Guests; and
- (iii) warrants and represents to the Hotel that Group is:
  - (a) entitled to disclose to the Hotel the personal information of the Group’s Guests and
  - (b) authorized to act as agent of each of the Group’s Guests for the purposes set out in this Section.