



## *Information and Policies*

- No event is confirmed and no date held until the non-refundable deposit has been paid. Deposits must be paid to the events coordinator or a member of Usher's management staff. Deposits will be held, not cashed, until the date of the event. In the event of a cancellation, the deposit is considered forfeited and will be cashed unless otherwise discussed with the events coordinator or general manager.
- Usher's House does not accept personal checks, except as a deposit or if discussed prior to payment with a member of Usher's management staff.
- All preordered food, open bars and drink ticket tabs will include a 20% gratuity and applicable taxes. Please inform the events coordinator of any tax-exempt status prior to the event.
- All events that will be billed to an organization must be approved prior to the event by the general manager or events coordinator.
- All pre-ordered food orders and special bar orders must be placed at least 14 business days prior to the event. If you are unable to order 14 days prior, we cannot guarantee we will be able to accommodate all requests.
- All groups over 20 must preorder food or limit their menu to no more than 4 entrée options and up to 4 other options from our in-house menu.
- All groups over 40 must preorder food, or limit their menu to no more than 4 menu options.
- All groups over 50 must offer a buffet, or give Usher's House exact numbers on menu options (no more than 4 choices, see above) at least 2 days before the event. (example- 10 Chicken Breasts, 12 sirloins, 3 walleyes)
- Any leftover food from private catered events has to be disposed of by Usher's House. Due to liability, no amounts of catered food are allowed to leave the premises with private parties as leftovers.
- For bar caterings and in-house events, there is absolutely no outside alcohol allowed and we DO NOT serve minors. If a minor obtains alcohol and is observed drinking at an event, they will be asked to stop. If they do not comply we will stop serving everyone. We have a zero tolerance policy on this.
- All disputes and complaints will be handled in a timely and fair manner by the general manager.
- No outside food or beverages are allowed, with 2 exceptions. All cakes brought in for special events will be charged a \$15 cake fee. Any outside wine or champagne will be charged a \$15 corking fee per bottle. All cakes, wines or champagnes brought in must be approved prior to the event by the event coordinator, head chef and/or general manager of Usher's House.

If you have read through and agree to all the information and policies above, please sign and return to Usher's House with your non-refundable deposit.

Name: \_\_\_\_\_

Date: \_\_\_\_\_