

## LCO Convention Center Policies and Procedures

### Guarantee and Cancellation

✘ The sales office must be notified of the exact number of guests attending the event 3 business days prior to the event. If the sales office has not been notified within the time frame specified, the number of guests anticipated from the event reservation will become the exact attendance guarantee and the client will be charged for that amount. The Casino can set for 5 percent over the attendance expected upon request. Should your exact attendance fall below 25 percent of your estimated attendance, the standard room rental charge for the room or food and beverage minimum will apply. We reserve the right on any cancellation less than one month prior to the function date to charge the standard room rental.

### Food & Beverage

✘ Final menu selections are required ten business days prior to the event. All events that are booked in less than ten days prior to the event date must have menu selections at the time of the booking. Food brought in from an outside source must be approved by the Sales Staff personnel. No Beverages will be permitted to be brought into the Banquet Rooms from an outside source by the patron or his/her guests. Food and Beverage purchases through the Casino Banquet Department may not be taken off the Casino Complex by the customer. All prices are subject to change, but may be guaranteed up to 60 days prior to the event.

✘ A charge of \$25.00 is assessed to all meal functions when less than 25 guests are guaranteed.

### Billing

✘ An 18 percent service charge will be applied on the total sales of food and beverage. Fifty percent payment of anticipated charges will be required two weeks prior to an event. The balance is due at the time of the exact attendance guarantee. Any additional charges must be paid at the completion of the event. Any discrepancies in counts or charges must be identified and resolved at this time.

### Audio Visual

✘ Audio visual supplies are available through the Sales Department. A 48 hour advance notice is required for equipment. Contact the Sales Office for details.

### Shipments

✘ The client is responsible for the arrangements and expenses of shipping materials, merchandise, exhibits, or other items to and from the Casino. The Casino must be notified in advance of shipping arrangements to insure their acceptance upon arrival at the Casino. All materials shipped to the Casino must be picked up on Friday no later than 4:00 pm.

### Banquet and Meeting Rooms

☒ Function rooms are assigned by the number of people anticipated. If attendance drops or increases substantially, the Casino reserves the right to change the group to a room suitable for the attendance. The function planner will be notified of the change as soon as possible. As other groups may be utilizing the same room, prior to, or following your function, please adhere to the time agreed upon. Should your time schedule change, please contact the Sales Office and every effort will be made to accommodate you.

## Coat Check

☒ The Casino will provide complimentary coat check when applicable.

## Decorations

☒ Table centerpieces and other floral arrangements can be ordered through the Sales Department. Decorations are also available. There will be a charge of \$500.00, if you would like the Convention Center to decorate for your event.

## Music and Entertainment

☒ The Sales Department will be pleased to arrange for music and/or entertainment. Should the guest arrange for his own entertainment or musical group, it is necessary that a copy of the signed contract be provided to the Sales Department in advance of the scheduled function.

## Liability

☒ LCO CASINO LODGE AND CONVENTION CENTER is not responsible for equipment, materials, etc. that are brought onto the property. The client agrees to be responsible for any damages done to the function rooms or other rooms damaged by the client, their guests, or any other agents under the client's control. The use of staples, nails or other substances to affix items to the wall is not allowed. The Casino can arrange for banners to be hung. The Casino shall not be liable for non-performance of this contract when such nonperformance is attributable to labor troubles, disputes or strikes, accidents, government (Federal, State, and Municipal) regulations of, or restriction upon travel or transportation, non-availability of food, beverage, or supplies, riots, national emergencies, acts of God and other causes whether expressly provided herein or not, which are beyond the reasonable control of the Casino preventing or interfering with the Casino's performance. In such event, the Casino shall not be liable to the customer for any damages, whether actual or consequential which may result from such nonperformance.

We at the Lac Courte Oreilles Casino Lodge & Convention Center want your event to be the best it can possibly be. If there are any other services or equipment that you may need, please let us know. We would be happy to make any additional arrangements that will make your event a success.