



BANQUET ROOM RESERVATION GUIDELINES

Thank you for thinking of Fentons Creamery for your special occasion.
Our Private Room Party accommodates as many as 60 people.

Guests holding an event in our banquet room are assigned dedicated service staff and have the opportunity order a custom Party Menu or Buffet in advance of the event.

The following list of guidelines will help you plan a successful event at Fentons Creamery.

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TERMS AND CONDITIONS

RESERVATION:

- ❑ To guarantee an event in our restaurant, Fentons Creamery must receive a signed reservation commitment and retain a deposit.

DEPOSIT:

A \$100.00 deposit confirms your reservation. The deposit will NOT be deducted from the total cost of the final bill. It is a deposit only.

Any cancellations must be made within 48 hours of your scheduled reservation or your deposit will be forfeited.

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ROOM FEES & USAGE GUIDELINES:

- ❑ In order to have the party room private and exclusive from any other Fentons Creamery guests, there is a \$500.00 charge for two hours. If the final bill totals more than \$650.00 (excluding room fee) the room fee is waived.
- ❑ The private party room is available for 2-hour slots. In the event that the room is not booked for a following event, the time limit can be extended pending mutual discussion between the party

and the Fentons Supervisor or Manager on Duty and agreement to terms.

- ❑ The person responsible for the reservation must be on time. All reservations are forfeited if the guests are late for the reservation by 15 minutes or more. A setup and teardown penalty fee of \$100.00 will be charged. (Original deposit)

Outside food and/or beverages MAY NOT be brought into the restaurant. Food CANNOT be order at the take-out station. All food must be order from a Fentons Creamery Waitperson or in advance with the Manager. The exception to this is cake, for which there is a \$1.50 per slice per person fee for cutting and serving. Customers are not allowed to cut and serve their own cake.
** Please note: We make custom cakes -- Order one of ours.*

- ❑ Fentons Creamery is not responsible for any damage, loss or theft of equipment, merchandise or guest belongings. This also applies to entertainers hired by the party.

*** BILLING ***

- All outstanding balances are due at the immediate conclusion of your party.
- *The final bill will not be “split” by Fentons Creamery. Patrons are responsible for their own division.*
- We accept cash and credit cards. **Without exception, checks are not accepted.**
- 18% service charge will be added to all food and beverage totals. Customers are welcome to leave more than 18%.
- Sales tax is applicable and added to all banquet charges, exclusive of gratuity.
- The credit card number for the person booking the reservation must be kept on file.

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*** A FEW NOTES ABOUT DECORATING & ENTERTAINMENT***

- Centerpieces, flowers, balloons, and special table coverings are welcomed for decorating for your event.
- Nailing, Tacking and Taping ANYTHING to our walls or furniture is not allowed.
- If furniture needs to be moved at any point during the event, a Fentons Creamery employee must do this.
- Confetti, paints or magic markers are NOT to be used in the restaurant.
- Guests are welcome to bring in outside entertainment such as magicians or balloon twister. However, all outside entertainment must be approved by Fentons Creamery in advance of the event to insure that the content is appropriate for our environment.
- Interested in an Arctic Tour of our Ice Cream Production? This can be arranged, just ask your reservation consultant at Fentons!

CUSTOMER INFORMATION
BANQUET RESERVATION COMMITMENT

Customer's Name:
Customer's Phone Numbers: Home: Work: Cellphone:
Customer's Address <i>(must be the same as credit card billing address)</i>
Desired Date and Time of Event: 1 st choice: 2 nd choice: 3 rd choice:
Number of People in Party: <i>Please note number of kids/adults and any special needs</i>
Credit Card for Deposit <i>(American Express, Visa, MasterCard or Discover)</i> Number: Expiration Date:
I have read and fully understand all the policies and procedures outlined by Fentons Creamery. Customer Signature: Date:
Name of Fentons Creamery Customer Liaison: Signature:

Interested in Customizing your Party? Let us know what you are thinking about --
Check all that may apply:

- Custom Ice Cream Cake
- Arctic Tour
- Ice Cream Sundae Bar
- 'Create Your Own Party' Set Menu
- Buffet Service

THANK YOU FOR THINKING OF
FENTONS CREAMERY FOR YOUR CELEBRATION!