



FENTONS CREAMERY

* RESERVATION GUIDELINES *

Thank you for thinking of Fentons Creamery for your group reservation!
In order to ensure a successful reservation, the following guidelines apply to reservations
for groups of 12 or more.

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* TERMS AND CONDITIONS *

RESERVATION:

To guarantee a reservation for a party of 12 or more, 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.

USAGE GUIDELINES:

The reservation is good for a 2-hour time block. Parties that go beyond the 2-hour slot will be charge \$100.00 for every 30 minutes over.

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 in. Orders CANNOT be placed at the take-out station. All orders must be placed with a Fentons Creamery Waitperson or in advance with a Manager. The exception to this is cake, which can be brought in from the outside. There is a \$1.50 per slice fee for cutting and serving cake brought from the outside. 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 guest belongings, equipment or merchandise.
- ❑ These terms and conditions are for general reservations and do not apply to exclusive rental of the Fentons Creamery Party Room. There is a separate set of terms and conditions that applies to the exclusive use of the Party Room.

* BILLING *

* All outstanding balances are due at the immediate conclusion of your reservation.

* We accept cash and credit cards.

Personal checks are not accepted, without exception.

* 18% service charge will be charge to all food and beverage totals.

* Sales tax is applicable to all banquet charges, exclusive of gratuity.

* The credit card number for the person booking the reservation must be kept on file.

**RESERVATION COMMITMENT
CUSTOMER INFORMATION**

Customer's Name:	
Customer's Phone Numbers: Home: Work: Other/Cell:	
Customer's Address <i>(must be the same as credit card billing address)</i>	
Desired Date and Time of Reservation: 1 st choice: 2 nd choice: 3 rd choice:	Number of People in Party: (Please list adults/kids and any special needs.)
Credit Card for Deposit <i>(American Express, Visa, MasterCard, Discover or Diner's Club)</i> Number: Expiration Date:	
I have read and fully understand all the policies and procedures for Fentons Creamery. I understand all deposits and payments are non-refundable and will be applied towards the final bill. Also I understand that if no private room fee was paid for EXCLUSIVE use of the Party Room, I may have to share it according to Volume. (Parties of 25 or less) Customer Signature: Date:	
Name of Fentons Creamery Customer Liaison: Signature:	

***Thank you for thinking of Fentons Creamery
for your celebration!***

Fentons Creamery & Restaurant – 4226 Piedmont Avenue – Oakland, CA 94611
Phone: (510) 658-7000 Fax: (510) 658-5300

Fentons Creamery & Restaurant at the Nut Tree – 1669 E. Monte Vista Avenue –
Vacaville, CA 95688 Phone: (707) 469-7200 Fax: (707) 452-0566