

# MWR Catering - Event Reservation

## Request and Intake Form

253-966-7466

JBLMmwratering@army.mil

American Lake Conference Center, 8085 NCO Beach Rd.



### Welcome!

The MWR Catering team is committed to helping you host your upcoming event. Your catering consultant is looking forward to discussing everything MWR Catering offers to make your event special. To ensure we have the information we need to best serve you, please take a few moments to review our policies and fill out the form below. If you have any questions, please feel free to contact us at any time. Thank you!

### Contact Information

#### Authorized point of contact

Provide one primary point of contact. This is the only person authorized to make contractual and operational changes to the event to include, but not limited to, meals, headcount, time lines and room layouts.

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

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Preferred contact method: please check one

### Event Information

Name of Function: \_\_\_\_\_

Proposed Date(s): \_\_\_\_\_

Proposed Time(s): \_\_\_\_\_

(10 hours between 0600 - 0000)

Number of guests (estimated): \_\_\_\_\_

Facility requested:  ALCC  Cascade  McChord Club  Bistro  Eagle's Pride

Other facility \_\_\_\_\_ Room(s) requested: \_\_\_\_\_  
(if applicable)

Additional requirements: \_\_\_\_\_  
(A/V needs, dietary restrictions, rehearsal requests, etc.)

\_\_\_\_\_  
\_\_\_\_\_

### Billing Information

Billing POC: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Address: \_\_\_\_\_

## Policies

Please read and sign the following Policy Letter and return it to the MWR Catering office.

A confirmation of reservation will be sent to the POC once received.

- 1. EVENT DETAILS/SET-UP:** Floor plans, set-up details, linen selections and the catering menu ***must be finalized with the catering office no later than 14 calendar days prior to your event.*** Guest count must be finalized 14 calendar days prior to the event. MWR Catering reserves the right to decline or change any request that would present a safety hazard or interfere with staff efficiency. Any additional charges that may apply due to special requests will be discussed and included in the final contract. If last minute set-up changes are required, only the authorized POC is permitted to coordinate directly with event staff on site.
- 2. DEPOSITS, CONTRACTS & CANCELLATIONS:** Per IMCOM Regulation 215-1-1, IMCOM Business Operating Standards dated 31 May 2018, contract signing and all applicable deposits must be paid within 72 hours of making the reservation. At the time of the final contract signing the authorized POC is agreeing to the documented services to be provided by the facility and the amount to be paid by their organization for the event. ***The catering office must be notified 45 days prior to the event to receive a full refund of the deposit.*** MWR Catering reserves the right to refuse to book future events for POCs/Organizations that change or cancel events with little or no notice.  
**Management reserves the right to alter or cancel the reservation if any mentioned deadlines are not met.**
- 3. FOOD & BEVERAGE:** Per AR 215-1, Military Morale, Welfare and Recreation Programs dated 24 September 2010, no member, guest or group will be permitted to bring food or beverages into an MWR Food, Beverage & Entertainment facility. Exceptions may be approved by the General Manager or requested through Public Health on a case-by-case basis and are subject to a serving/corking fee. Due to health and safety regulations, "to-go boxes" are prohibited for temperature-controlled items and finger foods by MWR.
- 4. GUEST PASSES:** Access for guests without DOD ID cards will be coordinated through the catering office. ***Final access rosters must be submitted to the catering office 30 days prior to the event.***
- 5. SERVICE CHARGE, DAMAGES & CLEAN-UP:** A 20% service charge will be added to all food and beverage items that are catered. Any damages to the facility will be evaluated and charged to the organization. Glitter, sparkles, flower petals, tinsel and confetti are not permitted and will incur a minimum \$250 charge, based on clean-up requirements. Damages to table clothes and napkins will be charged to the organization.  
In addition:
  - MWR is not responsible for items lost, stolen or left behind.
  - Stapling or nailing decorations to facility walls is prohibited.
  - Dripless candles can be used provided the flame is enclosed in glass.
  - Decor or items left behind may result in additional cleaning/disposal charges.
- 6. PAYMENTS:** Payment is due in full by the event start time of the event or within 48 hours with prior approval in writing. Management reserves the right to delay any event if payment is not received. Payments will only be accepted from the authorized POC.
- 7. MENU PRICING:** All menu prices are subject to change based on market value and availability. Final pricing for menu selections will be available 30 days prior to event.

**I HAVE READ AND AGREE TO THE POLICIES STATED ABOVE:**

---

Authorized POC Signature

---

Date