

MWR Central - Catering Request and Intake Form



Office Phone: 253-966-4998

Mailing Address: P.O. Box 33308 JBLM, WA 98433

usarmy.jblm.id-readiness.list.dfmwr-centralized-catering@mail.mil

Welcome!

Our catering team is committed to helping you host your upcoming event. Your catering consultant will meet with you at your convenience to help you plan your special event. 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.

Contact Information

Please Check One:

☐ Garrison

☐ I Corps

☐ Other

Unit: _____

Authorized Point of Contact

Please Note: Provide only 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: _____

☐ Phone - Office: _____

☐ Phone - Cell: _____

☐ 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): _____

Final headcount is due NLT 7 days prior to event.

Facility or Rooms Requested:

☐ ALCC

☐ Eagle's Pride

☐ McChord Club

☐ Bistro

☐ Cascade

☐ Other _____

Additional Requirements: _____

(AV needs, dietary restrictions, rehearsal requests, etc.)

Billing Information

Billing POC: _____

Phone Office: _____

Phone Cell: _____

Email: _____

Address: _____

Policies

Please read and initial the policy letter attached and return it to the MWR Central Office. Please note that your reservation will only be valid after this document has been signed and returned with an Official Letter of Intent and you receive a reservation confirmation.

1. Set-up: Floor plans and set-up requirements must be coordinated with the caterer no later than 14 business days prior to the event. The activity reserves the right to decline or change any requests, if it presents a safety hazard or concern or if it interferes with staff efficiency. Additional charges may apply to some requests based on difficulty and time required to execute the request; any additional set-up charges will be identified and agreed to in advance in the signed event contract. POC set-up should be finalized at least two hours prior to event start. If last minute set-up changes are required, we request that only the authorized POC coordinate directly with event staff.

2. Deposit, signed contract and cancellations: Per IMCOM Regulation 215-1-1, IMCOM Business Operating Standards dated 31 May 18, all catering reservation requests must be followed by a signed contract and applicable deposit within 72 hours of making the reservation. A deposit of 50% of the usage fee is required to confirm the reservations for all private and non-official events. The person signing the contract is responsible for the event and is the only person authorized to make changes to the contract. A final contract signed by POC is required 14 days prior to the event.

The catering team will work closely with you to allow for and accommodate changes. The primary POC agrees to finalize meals and the guest count 14 days prior to the event. At this time, the primary POC agrees to sign a final contract to 1) document the services the facility will provide and 2) confirm the amount the organization will pay for the event.

Cancellations for all events: A full refund of the deposit will be granted if catering office is notified 45 days prior to the event. If less than 45 days, the deposit will be forfeited.

3. Food and beverages: No outside food, beverages, alcohol or spirits are permitted into the facility. Exceptions may be approved by the catering manager on a case-by-case basis for items such as specialty food items (cakes) or toasting champagne, which will be subject to serving or corkage fees to be explained and agreed-upon in the final contract. Due to health and safety concerns, MWR prohibits preparation of to-go boxes for unserved meals or items remaining on the hors d'oeuvres or hot food line.

4. Guest passes: Guest access needs to be coordinated through the caterer, who will be able to provide all needed information for the process of obtaining guest passes for guests without a DOD ID card.

5. Service charge, damages and clean-up: A 20% service charge will be added to all food and beverage purchases and bar tap, in order to cover set-up and tear down, custodial staff and gratuities. This charge will be clearly shown on the contract. If any damages to the facility occur during the event, the damage will be evaluated and charged to the organization. Glitter, sprinkles, tinsel or confetti are not allowed. If used, an additional cleanup fee of \$250 will be assessed. In addition please note that:

- The facility is not responsible for any item lost or left behind in the facility.
- Items are not permitted to be stapled or nailed to any of the walls in the facility.
- Table decorations with dripless candles can be used as centerpieces, provided the flame is enclosed in glass. Tablecloth and dinner napkin damages caused from table decorations will be charged to the organization.

6. Payments: Full payment for the event is due on the day of the event or within 48 hours if additional time is needed. Payment will only be accepted from the organization POC. Credit cards and personal checks cannot be accepted directly from guests. Make checks payable to American Lake Conference Center and include the unit, day and evening phone number and mailing address. Checks may be given directly to the caterer or mailed to the following address: American Lake Conference Center, PO BOX 33308, JBLM, WA 98433.

I HAVE READ AND AGREE TO THE POLICIES STATED ABOVE.

Primary POC Signature

Date