

MWR Central - Event Reservation Request and Intake Form



253-966-7466

MWRCentral@JBLMMWR.com

American Lake Conference Center 8085 NCO Beach Rd.

Welcome!

The MWR Central team is committed to helping you host your official military function. Our team 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. Thank you!

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: _____

(A/V needs, dietary restrictions, rehearsal requests, etc.)

Billing Information

Billing POC: _____

Phone Office: _____

Phone Cell: _____

Email: _____

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. **EVENT DETAILS.** Finalized floor plans, set-up requirements, menu items, linen selections, and event time lines must be provided to the MWR Central Office no later than 14 calendar days prior to the event. MWR 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 setup charges will be identified and agreed to in advance and clearly shown on the event contract. If minor last minute setup changes are required, please note that ONLY the authorized POC is able to make these requests. Requests for setup changes from personnel not designated as the event POC will not be honored. Please inform your organizational staff of this requirement to prevent confusion.

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 accompanied by a signed Intake Form and applicable deposit within 72 hours of making the reservation. The person signing the contract is responsible for the event and is the only person authorized to make any and all changes to the contract.

The event staff will work closely with you to allow for and accommodate changes. 7 days before the event, the primary POC agrees to finalize the number of meals and the guest count. At this time, the primary POC agrees to sign a final contract to 1) document the products and services the Club will provide, and 2) confirm the amount the organization will pay for the event.

****In the event that a signed contract or final details are not received by the Catering Office, management reserves the right to cancel or alter the reservation as necessary for best business practices.****

If your event is changed or canceled, it is important that you notify the MWR Central Office as soon as possible so we can attempt to rebook the event space. Please be aware that the many event spaces rely on revenues from both official and privately held events, and are not supplemented by appropriated funds. MWR reserves the right to refuse to book future events for POCs or organizations that repeatedly change or cancel reservations with little notice or during peak business times.

3. **FOOD AND BEVERAGES.** No outside food, beverages, alcohol, or spirits are permitted into the facility. If found, they will be confiscated and disposed of by management. Exceptions may be approved by the General Manager on a case-by-case basis for specialty food items such as cakes, wines, and champagne. These items are subject to serving or corking fees to be explained and agreed upon in the final contract. MWR Policy does not allow the Club to prepare or provide "To-Go" boxes for unserved meals or leftover food items due to health and safety concerns. The Club is not liable for illnesses that may result if the primary POC chooses on their own to take leftover food or allows guests to do so.

4. **GUEST PASSES.** For official functions, we recommend that the primary POC work directly with the visitor's center to obtain guest passes as needed to access JBLM; please work with the MWR Central Office if you need assistance.

5. **SERVICE CHARGE, DAMAGES, AND CLEANUP.** A 20% service charge is added to all food and beverage items that are catered for the event. This charge will be clearly shown on the contract. Any damages to the facility caused by guests will be discussed with the POC and then added to the event contract. Glitter, sprinkles, tinsel, flower petals, and confetti are not allowed. If used, an additional cleanup fee will be assessed depending on the severity. 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, nailed, or glued to any surface in the facility.
- Table decorations with drip-less candles can be used as centerpieces provided the flame is enclosed in glass. Tablecloth

damages caused from table decorations will be documented and added to the contract at \$25.00 per tablecloth.

6. **PAYMENTS.** Full payment for the event is due on the day of the event, or within 72 hours if additional time is needed. Payment will only be accepted from the organizational or billing POC. MWR will not accept payments directly from guests. Make checks payable to DFMWR and include the unit, day and evening phone number, and mailing address. Checks may be given directly to the Office or mailed to the following address: MWR Central, PO BOX 339500, MS 20, Joint-Base Lewis-McChord, WA 98433

I HAVE READ AND AGREE TO THE POLICIES STATED ABOVE.

Primary POC Signature

Date