

NEW CLIENT INTAKE

Catering Office # 253-966-3987
DSN: 253-966-3988

Address: 8085 NCO Beach Road
JBLM, WA 98433

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



Welcome!

Our catering staff is committed to helping you create amazing events effortlessly. 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 fill out the form below. If you have any questions, please feel free to contact us at any time. Thank you!

Contact Information

POINT PERSON

CUSTOMER ADDRESS

Phone-Work

Phone Cell

Phone -Home

EMAIL

PREFERRED CONTACT METHOD

☐ Phone ☐ E-mail

☐ Other

Please Check one

☐ Garrison

☐ I Corps

☐ Other

Alternate POC

Phone

EMAIL

PHONE NUMBER

Event Information

Type of Function

Proposed Date

Alternate Date

Proposed Time of Function

Number of guests

Room Requested

Additional Requirements such as : early set up , rehearsals,etc
(Special Requests beyond the standard set-up will be charged accordingly.)

Floor plans and set-up requirements must be coordinated with the Caterers 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. No changes will be made (by staff or guests) within two hours prior to the start of the function.

Billing Information

POINT PERSON

FINAL PAYMENT IS DUE WITHIN 48 HOURS
OF THE EVENT

Any damages to the facility caused by guests will be the responsibility of the host. Items are not permitted to be stapled or nailed to any of the walls 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 charged to the host at \$20 per tablecloth. Glitter, sprinkles, tinsel or confetti is not allowed into the facility. A cleanup fee will be assessed after the fact (depending on room space rented). The facility is not responsible for any item lost or left behind in the facility.

POC
INITIAL

CATERING AND SPECIAL EVENTS GENERAL PROVISIONS AND POLICY LETTER Please read and sign the policy letter attached and return it to the American Lake Conference Center office so we may begin to make arrangements for your upcoming event. Please note that your reservation will only be valid when this document has been reviewed, signed and returned.

1. DEPOSITS A deposit of 50% of the usage fee is required to confirm reservations for all private and non-official functions and events. Deposits are required to be paid within one business week of making a request. Until this time, all reservations will be on a tentative hold and are bumped for events that have a deposit(s) in hand. Courtesy call is placed to a tentative hold before the event is bumped. If date(s) is held for official military function, deposit can be waived. However, POC/ Unit becomes liable for the deposit if the event is cancelled less than 14 days prior to the event.

POC
Initial

2. CANCELLATIONS Military events: 14 days prior to the event, a full refund will be granted. Less than 14 days and the deposit will be forfeited. Non Military events : 30 days prior to the event, a full refund will be granted. Less than 30 days, and the deposit will be forfeited. * CANCELLATIONS MUST BE PROVIDED IN WRITING AND MUST BE RECEIVED BY THE CUTOFF DATE.

3. SIGNED CONTRACTS The ALCC office staff must have a signed contract 14 days prior to the event including the following information: date, time, duration, menu, room set-up, estimated guest count, and audio visual requirements. The final guest count is due no later than 7 days prior to the event.

4. PAYMENTS If the estimated guest counts vary within 10% of the original count contact the office staff immediately with an updated count. The unit and / or POC is obligated to pay for the final number of guest / meals guaranteed on the contract or the number of meals served, whichever is greater. No refunds will be given for meals not served. ~ Payment will only be accepted by the host or POC. Credit cards and personal checks will not be accepted directly from your guests. ~Official military functions : Full payment due the day of the event. Outstanding balances become the responsibility of the POC / Unit. ~ Non-official functions : Full payment due within 48 hours of the event.

Checks must be payable to : AMERICAN LAKE CONFERENCE CENTER and include the following information: Unit information (if applicable), day and evening phone number and correct mailing address. All returned checks will be assessed a \$25 or 10% surcharge, whichever is greater.

Payments made by mail : Please send payments by mail to the following address:

American Lake Conference Center
PO BOX 33308
JBLM, WA 98433

POC
INITIAL

5. GUEST PASSES American Lake will assist in obtaining guest passes. Guests MUST have Real ID Act compliant forms of identification along with their guest pass to gain access to JBLM. Guest pass requirements are due no later than 4 weeks prior to the event. If the guest information is not in to the ALCC office staff by the 4 week deadline, the American Lake Conference Center is not responsible for requesting access.

6. OUTSIDE FOOD AND BEVERAGES No outside food or beverages are permitted into the facility. The exception is specialty cakes and desserts at which a cutting and service fee of .50 cents per person. Outside alcohol and spirits are not allowed in the facility. Beer, wine and toasting champagne will be charged a \$7.00 corkage fee per bottle if not purchased from the facility. Due to installation-wide policies from Preventative Medicine, " To-Go" boxes will not be provided for meals that were not served or from food items remaining on the buffet or hors d'oeuvres menu.

AR 215-1, Ch.8 Sec 8-24 (PG. 70) (17) FOOD AND BEVERAGES FROM OTHER THAN FB&E OPERATIONS. NO MEMBER, GUEST, OR GROUP WILL BE PERMITTED TO BRING FOOD OR BEVERAGES INTO AN MWR FB&E FACILITY FOR CONSUMPTION ON THE PREMISES. EXCEPTIONS ARE: (a) Box lunches at swimming pools and tennis courts. (b) Wedding cakes and other specialty food items provided by the host of a private party or reception. Conditions will be specified in the party contract. (c) Food and non-alcoholic beverages for consumption by employees during scheduled meal periods.

POC
initial

7. SERVICE CHARGE There is a 20% service charge added to any food or beverage purchase. This charge covers the linens, room set-up and tear down, custodial staff, and other staffing expenses associated with the event. By signing you acknowledge and agree to the terms of the service charges.



REPLY TO
ATTENTION OF

DEPARTMENT OF THE ARMY
HEADQUARTERS, JOINT BASE LEWIS-MCCHORD
1010 LIGGETT AVENUE, BOX 339500, MAIL STOP 1AA
JOINT BASE LEWIS-MCCHORD, WA 98433-9500

IMLM-MWN

SEP 13 2016

MEMORANDUM FOR Directorate of Family & Morale, Welfare and Recreation
(DFMWR)

SUBJECT: Standard Operating Procedure (SOP #22) – Special Event Payment
Process

1. In an effort to avoid costly collection processes, all Joint Base Lewis-McChord DFMWR facilities will institute new payment procedures for all special events, effective 1 October 2016.
2. If the event is booked by a government entity:
 - a. The entire balance must be paid within 48 hours of completion of the event.
3. If the event is booked by a non-governmental entity:
 - a. A deposit of 50% of the total cost must be made 7 days *before* the event occurs.
 - b. The remaining balance must be paid in full within 48 hours after the event ends.
4. All customers will read this memorandum and sign to acknowledge that they accept the conditions associated with booking an event at a JBLM DFMWR facility.
4. The POC for this action is Director of Family and Morale, Welfare and Recreation, Mr. William Harvey, (253) 967-5335 or email william.e.harvey30.naf@mail.mil.



WILLIAM E. HARVEY
DFMWR

By signing below, I acknowledge the information above and agree to adhere to this SOP.

Customer Signature

Date