



# *Policies & Guidelines*

Wedding Hotline: (716) 278-3323

Website: [www.senecacasinos.com](http://www.senecacasinos.com)



Thank you for considering the Seneca Niagara Casino & Hotel for your upcoming event. In order to help us serve you as effectively as possible, please take a moment to review the following policies and guidelines.

## General Information

The place for energy, action and excitement, with over 30,000 square feet of meeting and conference space, Seneca Niagara Resort & Casino is a perfect location for banquets, tradeshow, conventions and meetings. The Seneca Events Center boasts one of the area's largest spaces, with a 2,200 person capacity for meetings and 1,000 person capacity for meals. Our meeting space features state-of-the-art audio visual equipment. Plus, our meeting rooms can be divided into numerous configurations to meet your event needs.

## Advertising & Signage

The Seneca Niagara Resort & Hotel Catering and Banquet department will post your events accordingly unless otherwise instructed. Other signs and banners may not be posted in public areas without authorization from your event coordinator. All signs must be professionally created. No signage will be allowed on guest room floors or in the elevators. Items may not be attached to walls, windows or ceilings with tape, adhesive, nails or staples.

The management of Seneca Niagara Resort & Casino reserves the right to review and approve all advertising and/or promotional material for any and all events being held on premises.

## Audio Visual Equipment

Seneca Niagara Resort & Casino offers on-site audio visual services. Most audio visual equipment is available for you to rent for your event. A separate cost sheet will be provided at your request. If the audio visual equipment is not available in the Seneca Niagara Resort & Casino inventory, all charges to rent or purchase the needed equipment will be added to your bill. In the event that you request an outside vendor for AV services they must be on our approved vendor list. We do respectfully ask that our AV Services department be given the opportunity to bid on all services required prior to approval of any outside vendor.

## Deposits, Final Payment & Cancellations

### Deposits

A timeline of deposits will be established per individual events, minimum, non-refundable deposit is \$1000 unless otherwise noted in your contract.

### Final Payment

Final payment is required three business days prior to your event with the guarantee number of attendees. Final payments are accepted in cash, credit card, travelers check, money order, certified bank draft or comp points.

- **Company Check** must be presented 10 days prior to the event for processing.
- **Personal checks** are not accepted for final payments.
- **Direct Billing** can be established based on approval of our Direct Bill Application, and must be completed 90 days prior to event.
- **Players Comp Points** Comp points can be used as tender as long as the patrons point balance does not become negative as a result of the charge. If a patron desires to use comp points, tender for the entire expected charge is to occur prior to the event. All comp tenders must be signed by the patron. **Comp points may not be used to pay gratuities or service charges**

### Cancellation

A cancellation sliding scale will be indicated in your contract. A cancellation value will be noted based on the anticipated revenue potential of your event. All cancellations must be received in writing.

## Labor Charges

**Chef Fee** is \$125 per chef for carving and specialty stations. One Chef per 50 guests is required unless otherwise noted.

**Bar Setup Fee** is \$100 per bar for cash or consumption bars. One Bartender per 75 guests is required unless otherwise noted.

## Food + Beverage

The Seneca Niagara Resort & Casino is licensed to serve food and beverages. Therefore all food & beverage must be provided by the Seneca Niagara Resort & Casino. No food or beverage will be permitted to be brought into or removed from the venue by the patron, patrons' guests or invitees. Any items delivered will be refused. Exceptions will be made for Wedding Cakes, Wedding Cookies or Birthday Cakes provided by one of our approved vendors.

Our banquet menus are designed to offer a wide range of cuisines and flavors. Our World Class Culinary Team would be happy to customize any menu to your event based on your budget, dietary needs or alternate suggestions.

Preliminary menus are requested 30 days prior to your event. All menus are required no later than two weeks prior to your event.

Alcoholic beverages will be served only to persons 21 years of age or older. Seneca Niagara Resort & Casino reserves the right to refuse service of alcohol to any person attending the event.

## Guarantees

An estimated number of guests is required ten business days prior to event; a final guarantee is due by 2PM, 72 business hours in advance. The guaranteed number, or actual, which ever is higher will be the amount for which you are charged; even if fewer attend. Should no final count be given, the previous number expected will be used.

The Seneca Niagara Resort & Casino will provide seating and food 3% above the guarantee count. An increase in guarantee attendance will be accepted up to 24 hours prior to the event start time. Any additional served guests will be added to the final bill and payment collected following the event. Following all events a banquet check or summary will be presented for signing.

## Shipping + Receiving

Costs for handling & storage of items shipped to and from the resort are based on specific requirements. Include business name, on-site contact name and service managers' name on all shipments.

Seneca Niagara Casino & Hotel

6000 Packard Road

Niagara Falls, NY 14303

Shipments will not be accepted more than 72 hours prior to the event, unless previous arrangements have been made. Any charges incurred, such as shipping or freight as a result of materials, literature or equipment being shipped to Seneca Niagara Resort & Casino remains the sole responsibility of the company/person holding the event.

## Vendor Tables + Exhibit Booths

Vendor tables, skirting, and minimal pipe and drape are available.

- **Tabletop Exhibits** 6' or 8' table, with linen and skirt, two chairs and a wastebasket  
\$25.00
- **8' x 8' Booth** same as above with draped back and sides  
\$50.00
- **8' x 10' Booth** same as above with draped back and sides  
\$60.00
- **10' x 10' Booth** same as above with draped back and sides \$75.00
- **Standard Electrical Service** per booth  
\$50.00 (Single Line)

## Contact Us

### Catering Sales Office

Karen Nordaby <i>Director of Catering</i>	(716) 278-2587
Kimberly Kubala <i>Catering Sales Manager</i>	(716) 501-2814
Ashley Carncross <i>Catering Sales Associate</i>	(716) 501-2420
Catering Fax	(716) 501-2350

### Group Sales Office

Natalie Conomos <i>Hotel Sales Manager</i>	(716) 501-2230
Sales Fax	(716) 282-4361