



Policies and Procedures

BROCK HOUSE RESTAURANT

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1. DEPOSIT

A non-refundable, non-transferable security deposit is required at time of booking (\$1500.00 + applicable rental fee) in order to secure the date and room(s). This amount will be reflected on the final bill after the event. The security deposit will be regarded as a down payment towards the total cost of the event.

2. CONTRACT

A signed contract with a valid credit card number including a photocopy of the front and back of the credit card is required in order to secure a booking.

3. PAYMENT

A full prepayment is required one month (30 days) in advance based on a food and beverage estimate prepared by the Catering Department.

Prepayments are payable by cheque, e-transfer, wire transfer or cash; credit cards are not accepted. The final bill must be settled within the two weeks following your event. Any queries with regards to your final bill must be brought to our attention within 14 days of receiving your invoice. In the event of an overpayment the amount will be credited back in the form of a cheque. For a balance owing, the balance will be charged to the credit card on the contract.

4. CANCELLATION

Our cancellation policy requires that the Catering Department be informed of a cancellation at least 6 months (180 days) prior to the event. In any case, the Deposit is non-refundable. In the event that less than 6 months (180 days) notice of cancellation is given you will be held liable for the venue rental fee, ceremony fee (if applicable), tent fee, and for the minimum food and beverage as stated in your contract unless the room can be re-booked with an equivalent banquet. All cancellations must be received in writing.

5. GUARANTEES

A final guest count and any layout related changes are required 5 business days prior to your event by 5:00pm PST (for weekend events, your final guest count and layout changes will be due by 5:00pm PST on Monday of that week.) You will be billed for this guaranteed number or the actual number whichever is greater. If no final guest count is received you will be billed for the expected number or the actual number whichever greater. Brock House Restaurant reserves the right to move groups to a more suitable room if the number of guests differs greatly from that of the original number quoted at the time of booking. In such cases, the client will be advised in advance.

6. PRICING

All prices are stated exclusive of taxes and service charges. Prices are subject to change without notice.

7. TAXES, LABOUR & SERVICE CHARGES

A 5% Government Sales Tax (GST) applies to all food, beverage, and service charges. Rental charges (i.e. tent décor fee) are subject to 5% GST and 7% PST. All alcoholic beverages are subject to 5% GST and 10% Provincial Liquor Tax. An 18% service charge will apply to all food and beverages.

8. LIABILITY

Brock House Restaurant shall not be liable or responsible in any manner whatsoever for any loss, injury or damages in any form or of any kind sustained by the Host or any person attending the function or any other person, firm or corporation whatsoever including, without limitation, any loss or damage resulting from: the inability of Brock House Restaurant to perform the services set out herein as a result of any strike, flood, fire, force majeure or act of God; the conduct of any person or persons attending the function; the conduct of the Host or the management of the function by or on behalf of the Host. Brock House Restaurant is not liable for loss or damage to any gifts, cards, goods, property or equipment brought onto the property by the Hosts and/or their guests. If in a situation where Brock House Restaurant is unable to host the event, any money prepaid to Brock House Restaurant will be refunded. Brock House Restaurant is not liable for any other expenses incurred by the client.

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9. ABUSIVE BEHAVIOR

Any abusive conduct by a Host toward a Brock House Restaurant employee will not be tolerated and are grounds for Brock House Restaurant to respectfully decline hosting the event. Any money prepaid to Brock House Restaurant will be refunded to the Host. Brock House Restaurant is not liable for any other expenses incurred by the Host or provide any reimbursement for any damages resulting from cancelling the event. Abusive conduct may consist of physical, non-physical, verbal or non-verbal behavior that may be perceived to be of a demeaning, exploitative, derogatory or humiliating nature.

10. SECURITY

If required at the sole judgment of Brock House Restaurant, to maintain adequate security measures in light of the size and nature of the event, Brock House Restaurant shall provide, at the Host's expense, security personnel for the event supplied by a reputable licensed guard or security agency.

11. RECEPTION HOURS

*Afternoon (Saturday & Sunday) 11:00 a.m. - 4:00 p.m. (9:30 a.m. access for decorators and vendors)
Evening (Monday through Sunday 6:30 p.m. - 1:00 a.m. (4:30 p.m. access for decorators and vendors)*

Any vendor/decorator or guests on site prior to, or after the contracted time shall result in a fee of \$1000.00 per hour which will be charged to the Host and reflected in the final invoice.

12. RATES

Rental Rates apply on all weekends (Fridays, Saturdays and Sundays) as well as holidays and pre-holiday dates. Food & Beverage Minimum Spend Guarantees apply with each booking. Rental Rates and Food & Beverage Minimum Spend Guarantees vary depending on season and date. Please contact the Catering Department for current rates.

13. SPECIAL WHOLE RESTAURANT/VENUE BUY-OUTS

Brock House will often host up to two functions at a time with the Foyer and the Main Entrance as the shared common space. Main Floor and 2nd Floor Venues are separate and secure with its own washrooms. To ensure absolute privacy, the entire house can be bought out anytime during the year with an additional rental fee. Please contact the Catering Department for prices. The whole house is automatically rented for Saturday evenings in July and August.

14. CAPACITY

May through September Maximum of 280 people for a sit-down dinner or buffet (using a combination of the Conservatory and Garden Tent for seating)

MAIN FLOOR VENUE, WHITE GARDEN TENT & NORTH LAWN

In peak season, the Brock House Restaurant can accommodate up to a maximum of 280 people with 180 people at round tables of 10 under the waterfront garden tent and a maximum of 100 people at banquet tables of 6-12 in the Conservatory. The Halpern Room (located directly behind the Conservatory) can accommodate a maximum of 50 people at banquet tables of 10 in the case of overflow or for use in the off season. In addition to the Conservatory and garden tent, guests will have access to the North Lawn.

SECOND FLOOR VENUE & WEST LAWN

The 2nd Floor can accommodate a maximum of 50 people at banquet tables, and the Sun Room (located directly off of the Begg Room) will hold an additional 8 guests in overflow if required. With the 2nd Floor venue, guests have access to a private patio and access to the West Lawn.

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15. CEREMONY

The grounds are available for a ceremony hosted in conjunction with food and beverage catered by the Brock House Restaurant. There is a \$500.00 ceremony fee applicable when hosting your ceremony and reception on the property regardless if chairs or a registry table is required to be set up on the Main Floor and North Lawn. This includes the set-up of our white resin folding garden chairs, a registry table to sign your papers and a bride's room. The ceremony fee for the second floor is \$350.00.

16. TENT SIDEWALLS & HEATERS

Events that take place under the garden tent will have use of our clear tent sidewalls & heaters. The tent is a temporary structure and is designed to handle most normal weather conditions; however there may be situations such as heavy rain, high winds or lightning that may result in unsafe conditions. An event may be required to relocate indoors if evacuation of the tent is necessary.

17. MENU SELECTION

In order to guarantee your selections, please provide your menu and wine selections to our Catering Department no later than 6 weeks prior to your event. No amendments to the menu and wine selections will be permitted 4 weeks prior to the event. The client is responsible for making sure the Catering Department receives this information on time.

18. FOOD & BEVERAGE

All food and beverages must be provided by Brock House Restaurant. Due to health regulations, food may not be brought in or removed from Brock House Restaurant. Wedding Cakes and Cupcakes from a Bakery that practices FoodSafe are an exception; however a service fee of \$2.50 per guest will apply for cakes and \$1.50 per guests for cupcakes. Brock House Restaurant is unable to provide storage or set-up for specialty cakes. Corkage events are respectfully declined.

19. LIQUOR LAWS

Brock House Restaurant must provide all alcohol and do not allow outside alcohol to be brought in under any circumstance. Provincial liquor laws prohibit the service of alcoholic beverages prior to 11:00 a.m. and after 12:30 a.m. Monday through Sunday. Brock House Restaurant reserves the right to refuse service to any guest we determine to be intoxicated and reserves the right to escort this guest off the property if deemed necessary. The Host acknowledges that Brock House Restaurant is bound by the Liquor License Act of the Province of British Columbia and that the compliance of that Act is a condition of the use of Brock House Restaurant.

20. DELIVERIES & SET-UP

Vendors and decorators are granted access no earlier than two hours prior to the event to begin setup.

Afternoon function access: 9:30 a.m. and Evening function access: 4:30 p.m. Brock House Restaurant will accept delivery of small materials required for use during your function prior to the event date. Deliveries must be prearranged with the Catering Department and is subject to the availability of space. All items must be clearly labeled with the function date and name of the Host. Brock House Restaurant assumes no responsibility for the damage or loss of any articles left on our premises prior to, during, or following the event and will not be responsible for the delivery, pick-up or return of any materials. Any vendor/decorator or guests on site prior to, or after the contracted time shall result in a fee of \$1000.00 per hour or portion of the hour will be charged to the Host and reflected in the final invoice.

21. POLICY VIOLATIONS

Brock House Restaurant reserves the right to inspect and monitor all events and to discontinue service in the event that a violation of any facility policy or provincial law is being made. In any such case the Host is still liable for any outstanding balances.

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22. DECORATING

The use of nails, staples, glue or any like material is not permitted on any walls, doors, posts, ceilings, surrounding trees or any like objects of Brock House Restaurant. Rice, confetti, sparklers, faux flower petals, table sparkles of any nature is forbidden. Bubbles and birdseed are recommended alternatives. Open flames are not permitted on the lawn including sparklers & coals. Lanterns lit by candles, including sky lanterns are not permitted on the property. All décor items must be removed immediately after the conclusion of the event without exception including any flower petals for the ceremony. A charge of \$300.00 will be levied when deemed necessary by Brock House for the removal of garbage, décor items, or extraordinary cleaning. Set up and removal of décor items are solely the responsibility of the Host. No tape or pins of any kind can be applied or hung to the fabric and/or pipes in the tent. Items may not be strung or hung from the chandeliers under the tent.

23. FACILITY DAMAGE

The host shall be held responsible for any damage to the Brock House Restaurant's property during their event and is responsible for the actions and/or conducts of their guests. Any damage to Brock House Restaurant will be billed to the host. A damage fee of \$80.00 per table linen will apply to any Brock House Restaurant table linens damaged in any nature including by candle wax, or flame.

24. REHEARSAL

A 30 minute ceremony rehearsal is permitted on the lawns, subject to availability at no additional cost. All rehearsals are self conducted and must be booked in advance with the Catering Department. Brock House Restaurant reserves the right to re-schedule rehearsals should a secured booking be acquired at the same arranged time. In this case, the couple will be notified and will be given alternative availability to choose from.

25. MUSIC

Brock House Restaurant has one exclusive in-house DJ provider: X-Treme Event Group Inc. (info@x-tremeevent.com). Once booked, please contact the company directly regarding your entertainment needs.

All entertainment for the purpose of dancing is subject to a one time S.O.C.A.N. (Society of Composers, Authors and Music Publishers of Canada) charge of \$63.49 and Re:Sound licensing charge of \$26.63. Amplified live bands will not be permitted on the property at any time. No exceptions will be made. Classical ensembles are permitted, with a maximum of three musicians. All music must be kept at a reasonable volume throughout your event. No music is permitted outside after 10:00 p.m. in respect of our neighbors.