



## Banquet Event Policies

Please take the time to read this important form. Please contact the catering department if you have any questions

1. **CONFIRMATION:** All reservations will remain tentative until the deposit form has been signed and returned to catering department, along with required deposit. There is a \$650.00 deposit required for the Kapa'akea room and a \$150.00 deposit for all other rooms. Deposits will be applied to the final bill on the day of your event.
2. **CANCELLATION:** All room deposits are **non-refundable**. Deposit will not be returned upon cancellation of your event for any reason, including date and room changes.
3. **PAYMENT:** Payment in full (less deposit) will be due upon completion of event. We do not accept personal checks or special billing arrangements. Senior citizen or military discounts are not applicable to banquet events. For events in the Kapa'akea Room, the balance of estimated charges is due three (3) business days prior to the date of your event, unless other arrangements have been approved by the catering department. Any charges incurred during the event or any other outstanding balance is due at the completion of the event. Gift cards (up to \$500.00 worth) may be used for payment.
4. **EVENT HOURS:** All lunch events must begin no earlier than 11:00 am (Sat./Sun. 10:00 am) and conclude no later than 2:00 pm or an overtime charge of \$500.00 will apply. All Dinner events must begin no earlier than 5:30pm (Sat./Sun. 5:00pm) and conclude no later than 10:00 pm or an overtime charge of \$500.00 will apply.
5. **CONFIRMED GUEST COUNT:** A confirmed count of your guests must be given to your assigned catering manager by the date indicated on this form. You will be charged for the confirmed guest count or the actual number of guests in attendance, whichever is greater. The confirmed guest count must be greater than or equal to the required minimum number of guests for the room. If the confirmed guest count does not meet the required minimum of the room, you will (a) be charged for the required minimum number of guests, or (b) lose your deposit and be moved to a more appropriately sized room if one is available. Once the confirmed count is given, it is not subject to reduction. If a confirmed count is not received, the tentative count will be considered the confirmed guest count.
6. **TAX and SERVICE CHARGE:** All prices are subject to 18 % service charge and 4.712% tax. While the majority of the service charge is distributed to the employees as a gratuity, a small portion is retained by the employer to cover non-itemized costs of the event.
7. **SET-UP and CLEAN-UP:** You are responsible for insuring that the following rules are adhered to by those setting-up/cleaning-up the premises:
  - a. Set-up time may begin no earlier than (1) hour prior to the start of your guests arrival with approval by the catering department.
  - b. Clean-up of the premises must be completed by 2:30pm for lunch events and 10:30pm for dinner events.
  - c. In the event of any missing items or damage to banquet rooms, the cost to replace such items and damages will be the responsibility of the event host.
8. **DECORATIONS:**
  - a. Coordinate with your assigned catering manager on all decoration arrangements. We do not allow decorations to be attached to any surface by any means including, but not limited to, adhesive tape, staples, nails, and thumbtacks. Confetti, glitter and/or similar items may not be used.
  - b. The Willows is not responsible for the set-up of any decorations including centerpieces, party favors, and wedding cake assembly.
  - c. The Willows is not responsible for the removal and discarding of any decorations brought in from guests or outside vendors.
9. **FOOD and BEVERAGES:** All food and beverage must be purchased exclusively from the Willows and must be consumed on the Willows property. No leftover food from any Willows buffet may be taken out. Special occasion cakes are allowed (birthday, wedding, etc.). Any unauthorized food or beverage items that are brought in by anyone attending, or in conjunction with your party, will be confiscated and returned at the conclusion of the event.

10. **MUSIC and ENTERTAINMENT:** Live entertainment is restricted to certain rooms and must be approved by your catering manager. We reserve the right to monitor the volume of all entertainment and reserved the right to reduce the volume if necessary. All live entertainment must conclude by 1:30pm for lunch events and 9:30pm for dinner events.
11. **DELIVERIES:** Materials may be delivered (by client or outside vendor) to the Willows up to two days prior to the event date with proper notification and acceptance by the catering department. Any personal property of guests left at the Willows either prior to, during or following your event, will be at the sole risk of the client. The Willows will not be liable for any loss of or damage to this property for any reason. Client acknowledges that the Willows does not maintain insurance covering client's property and that it is the sole responsibility of the client to obtain business interruption property damage insurance covering such losses.
12. **GUEST PRIVACY:** There may be other events and guests utilizing various areas of the property at the time of your event. Common areas are of particular concern as we expect all guests to be courteous and respectful to one another. To ensure the privacy and enjoyment of all guests, we kindly ask that your guests be mindful of others and to refrain from entering areas not reserved for your event.
13. **TERMINATION OF AGREEMENT:** The Willows will not be held liable for failure to carry out arrangements that are beyond its control including, but not limited to, strikes, labor disputes, accidents, government requisitions, restrictions or regulations on travel, acts of war or acts of God. Upon return of customer's deposit, in no way will the Willows be held liable for consequential damages of any nature for any reason whatsoever.
14. **RESTRICTIONS:** Client assumes full responsibility for insuring the following are adhered to. Should such actions occur, the Willows reserves the right to end the event at any time. No discounts or refunds will apply.
  - a. No illegal activities allowed (i.e. gambling, sale or use of illegal drugs, etc.)
  - b. No alcohol consumption by minors or anyone without valid identification.
  - c. No smoking allowed.
  - d. No animals allowed, except those used by visually or physically impaired persons.
  - e. The Willows will not tolerate any type of violent, threatening, and / or intimidating behavior. Client agrees to conduct the event in an orderly manner in full compliance with applicable laws, regulations and restaurant rules. Client assumes full responsibility for the conduct of all persons in attendance at the event and for any damage done to any part of the Willows premises during any time the premises are occupied by the client, invitees, and employees or independent contractors employed by the client.

For inquiries, questions or reservations please contact:

Willows Restaurant  
Catering Sales Department  
Phone: 808.952.9200 ext 22  
Fax: 808.952.0050  
Email: sales@willowshawaii.com