



OVG HOSPITALITY POLICIES & PROCEDURES

MANAGEMENT CHARGE & TAX

A 24% management charge plus 7.8% Ohio state sales tax will be applied to all food and beverage purchased. Ohio law states that the management charge is subject to sales tax. Management charge and taxes are subject to change and are not paid to the employees as a gratuity. If group is tax-exempt, OVG must be in receipt of your tax-exempt form prior to the date of event.

All catered events are subject to a 24% Management Charge. This Management Charge is the sole property of the food/beverage service company or the venue owner, as applicable, is used to cover such party's costs and expenses in connection with the catered event (other than employee tips, gratuities, and wages), and is not charged in lieu of a tip. The Management Charge is not a tip, gratuity, or service charge, nor is it purported to be a tip, gratuity, or service charge, for any wait staff employee, service employee, service bartender, or other employee, and no part of the Management Charge will be distributed (as a tip, gratuity, or otherwise) to any employee who provides service to guests.

PAYMENTS

All food and beverage must be paid in advance of event. A non-refundable deposit of 50% of the total estimated food and beverage charge is required along with the signed catering contract and banquet event orders no less than two weeks prior to the event; with the anticipated balance due no later than three days prior to the event. A credit application, ACH payment information and a credit card authorization must be completed for any incidental charges which occur during event.

Any payments made within 2 weeks prior to the event must be made either by cashier's check, ACH payment or by credit card. OVG Hospitality will gladly accept credit card payments from MC, Visa & American Express. There is a 3.5% Processing Fee for all credit cards.

GUARANTEES

A final guarantee of attendance is required five (5) business days prior to all food and beverage events. In the event OVG does not receive a final guarantee prior to (5) business days, the expected number will become the guarantee number. OVG will make every attempt to accommodate any increases in guarantee numbers after the (5) business days, however, the guarantee may not decrease inside of (5) business days prior to event. In the event of the split entree, the client is responsible to notify OVG Hospitality of the exact count of each item five (5) business days prior to the event.

CANCELLATION

Cancellation of food function must be sent in writing to your OVG sales representative. Any cancellation received more than 30 days of the scheduled event will result in a fee equal to 25% of the estimated food and beverage charges. Any cancellation received less than 30 days in advance of the scheduled event will result in a fee of 50% of the estimated food and beverage charges. Any cancellation received after the Final Guarantee has been provided will result in a fee equal to 100% of the charges on the affected Banquet Event Order(s).

PRICES

Prices will be guaranteed three (3) months prior to the event. OVG reserves the right to substitute menu items due to market availability and will always make every effort to inform our clients of these substitutions.

Additional Fees for Changes and Additions within 4 hours of event time.

Room changes and additions made within 4 hours of an event start time will incur an additional fee of 20% (\$75.00 minimum) to cover labor.