



Casa Monica[®]
HOTEL

Policies and Procedures

**Thank you for your interest in the elegant and acclaimed historical
Casa Monica Hotel!**

Built in 1888 and restored in 2000, the Casa Monica Hotel is a charming mixture of Spanish architecture and first class service. Listed on the National Registry of Historic Places and a recipient of the much-coveted AAA Four-Diamond Award, the Casa Monica Hotel is once again the very heart of St. Augustine and a fitting location for your function.

Rising out of the quaint downtown area, the 138-room Moorish Revival Castle boasts intricate balconies, an arched carriage entrance, hand painted Italian tile, five majestic tower suites and a red tile roof. Guests find themselves welcomed into the lobby of the Casa Monica Hotel by friendly staff and the warm, inviting ambiance of the furnishings and décor. Graceful Moorish columns frame the original artwork creating an intimate space for reading, resting, socializing and listening to the piano.

History and romance come alive at the Casa Monica Hotel, providing a unique experience for those choosing the road less traveled. Guests who expect a memorable experience, more than a warm welcome and a fond farewell, but all the special touches in between that create memories, return to the Casa Monica Hotel time and time again.

We invite you and your guests to celebrate this memorable occasion by experiencing the first-class accommodations, fine cuisine, impeccable service and enchanting atmosphere that defines our stunning property. The Casa Monica Hotel provides a wide variety of services and offerings to ensure that your function is marked by style, elegance, and class.

We look forward to exceeding your expectations!

- Exceptional Events Team

All menu items are subject to a 22% service charge and 6% state sales tax.

All prices are per person, plus tax and gratuity, unless otherwise noted. Prices subject to change.

Policies and Procedures

Availability

Please contact your Exceptional Events Manager as soon as possible to confirm your function.

Food and Beverage Minimums

The hotel requires a minimum food and beverage revenue for all events. This total excludes Florida state sales tax (currently 6%), service charges (currently 22%), audio-visual equipment and additional rentals. Food may increase if the food and beverage minimum is not met.

Pricing

All Food and Beverage prices are subject to state sales tax (currently 6%) and service charges (currently 22%). The Casa Monica will guarantee prices 60 days prior to your function.

Payment Information

The signed contract and a non-refundable deposit are required to validate your contract and secure your event date. Cash, personal check and credit cards are accepted. A valid credit card must be presented to remain on file. All deposits will be credited toward the final bill. Your advance deposits will not be refunded if the event should cancel. A payment reflecting 50% of the food and beverage minimum will be due 60 days prior to the event. The final payment, reflecting the final amount owed, will be due 7 days prior to your event. At this time your final head count will be due as well as your approval and signature on the final Banquet Event Order will be required. In the event that payment is not received by the specified time, charges will automatically be posted to the credit card on file. Any additional charges that are incurred on the day of your event will be posted to the credit card on file at the completion of your event.

Cancellation

If the group must cancel the contracted agreement for any reason, the following cancellation penalties will apply:

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| 180 or more days prior to event: | Forfeiture of Initial Deposit |
| 120-179 days prior to event: | Contracted Meeting Room Rental and 25% of Food & Beverage Minimum |
| 60-119 days prior to event: | Contracted Meeting Room Rental and 50% of Food & Beverage Minimum |
| 30-59 days prior to event: | Contracted Meeting Room Rental and 75% of Food & Beverage Minimum |
| 7-29 days prior to event: | Contracted Meeting Room Rental and 100% of Food & Beverage Minimum |
| Less than 7 days prior to event: | 100% of all charges as agreed upon in the Banquet Event Order |

Menu Selection

The complete menu selection, including both food and beverage items, must be confirmed with the Exceptional Events Manager no later than 60 days prior to your function. Requests for changes made to the menu after this time cannot be guaranteed. Entrée choice policy is as follows: Maximum of two (2) entrée choices are permitted. Salad and dessert selections are the same for all guests. Final counts for each entrée selection must be received no later than seven (7) days prior to the event. If the selected entrees differ in price, the higher-priced menu item will apply to both selections.

All menu items are subject to a 22% service charge and 6% state sales tax.

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Meal Guarantees

Final guarantee count is due 7 days prior to your scheduled event. If your guarantee is not received, your estimated attendance as listed in the contract will become your guarantee number and will be charged accordingly. The exception to this would be if your actual number of guests exceeds your guarantee, in which case you would be charged for the actual number of guests that attended your event.

Function Rooms

The Casa Monica Hotel reserves the right to change function rooms with advanced notice if the estimated number of attendees decreases by 10% or more. In this case your Exceptional Events Manager will notify you to discuss the changes. Function room set-up must be determined in advance. Changes to function room set-up made within 24 hours of designated event start time are subject to a \$250 change fee. All events are based on the time frame specified in the contract. The client agrees to pay for each hour over the agreed ending time, with prior approval from Exceptional Events Manager, at a rate of \$250 per hour, which will be due at the end of the function, along with any additional food and beverage charges.

Food Policy

State law prohibits any food to be brought into any public area on the premises, including function rooms. The Casa Monica Hotel policy does not allow any food items purchased to be taken out of any public function room on the premises. All final arrangements, including menu selections and guarantees, should be received by the Catering Department at least 7 days prior to the function.

Alcoholic Beverages

All Federal, State, and Local Laws with regard to beverage purchases and consumption will be strictly adhered to. State Law prohibits any alcoholic beverages to be brought into any public area on the premises. The Casa Monica Hotel policy does not allow any beverages purchased to be taken out of any public function room on the premises. In accordance with state and local law, it is the Hotel's policy to (a) request proper identification (photo I.D.) of any person of questionable age and refuse alcoholic beverage service if the person is either under the age of 21 or proper identification cannot be produced and (b) refuse alcoholic beverage service to any person who, in the Hotel's sole judgment, appears intoxicated. The hotel will require that only hotel servers and bartenders dispense beverages.

Security

The Casa Monica Hotel reserves the right to inspect and control all private parties, meetings, receptions, etc., being held on the premises, and to limit the noise volume in the function rooms for consideration of others. The Hotel will not assume responsibility for the damage or loss of any merchandise or articles left in the hotel prior to or following any banquet or meeting. Arrangements may be made for security prior to your planned event through your Exceptional Events Manager.

Group Representative Guarantee

The client is required to conduct the function in an orderly manner, in full compliance with applicable laws, regulations and hotel rules. The client assumes full responsibility for the conduct of all persons in attendance and for any damage done to persons or property on or about any part of the hotel premises or theft of property. Under no circumstances will the Hotel be held liable for the criminal acts of third parties.

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Shipping and Storage

Any materials shipped to the Casa Monica Hotel must have prior approval by the Exceptional Events Manager. Materials shipped may arrive no earlier than two days prior to your function and may not remain on the premises longer than two days after the function date. All materials must bear the name of your group, be addressed to the attention of the Catering Sales Department, and shipping charges paid by you or your company. If any major handling is required on the part of the Casa Monica Hotel, a handling charge will apply. The hotel accepts no responsibility for items stored or left on property.

Vendors

The Casa Monica Hotel must approve all vendor agreements 60 days prior to your event. These vendors must be licensed and insured. All vendors are guaranteed access to the function room approximately 1 hour prior to the start of the event. Vendors are required to break down and clean up all of their supplies and accessories at the conclusion of the event. No storage will be provided for left items, and the Casa Monica Hotel accepts no responsibility for lost or misplaced items. In the event that supplies, accessories or decorations have been left on Hotel property after the event has concluded, a \$500.00 clean-up charge will be administered to the event master account.

Valet Parking

Valet parking is available at an additional charge. Overnight guests will be assessed \$22.00 per day and guests who attend your function only will be assessed the daily rate of \$15.00 per vehicle. You have the option to post the parking charges to your master account or allow your guests to pay individually. Prices are subject to change without notice.

Guest Amenities

A \$3.00 charge will apply for each guest amenity delivery.

Outdoor Events – Pool Deck / Sultan’s Pavilion

Alternate space cannot be provided in the event of inclement weather. It is the client’s responsibility to arrange additional tenting or heating (based on availability, at an additional cost) with the Exceptional Events Manager no later than (14) working days prior to commencement of the event. Live entertainment or disc jockey is allowable during the hours of 12pm - 10pm. Hotel reserves the right, at any time during the function, to control the volume of all entertainment. Glass is not permitted on the Sultan’s Pavilion.

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