



Guest Room Hospitality Information & Policies

Food and Beverage

- All food and beverage must be ordered from hotel's current menu.
- Hospitality orders must be arranged a minimum of fourteen (14) business days in advance. Orders placed within fourteen (14) business days will be considered a **Pop-Up Request** and will be subject to a fee of **\$500.00+** daily for all food and beverage orders. This fee is subject to an 8.9% Georgia State Tax.
- No outside Food & Beverage Is allowed. Any outside Food & Beverage detected will be considered a violation and subject to a fee of **\$750+ /day**. This fee is subject to an 8.9% Georgia State Tax.
- For concerns regarding additional food or refreshes of food on the day of function, please contact your Event Sales Manager.
- Alcoholic and non-alcoholic beverages in hospitality suites are by the bottle and are not billable on consumption basis. Once sold, cannot be returned for credit.
- Should you require beverages sold on a consumption basis a bartender is required. Bartender fee of **\$250.00+** will be applied to final bill. This fee is subject to an 8.9% Georgia State Tax.
- Guarantees for suite events are required no later than 12:00 Noon five (5) business days prior to the event. After this day, we may be able to increase: however, you will no longer be able to reduce your numbers
- Cancellation of any food or beverage events or items must be received by 12:00 Noon five (5) business days prior to the event. Failure to cancel prior to this timeframe will result in automatic posting of charges for items ordered to your account.

Suite Setup

- Furniture cannot be removed, added into or moved within a Guest Room Suite

Internet and Power

- Most rooms have limited power. For any special equipment power needs, please consult Encore at 404-460-6550.
- Guest room basic internet is complimentary for hotel guests. Should a guest choose to upgrade to premium (faster speed for downloading and streaming), a \$5 per 24 hour period would apply to that guests room charges per connection.

Hotel Check-in

- Check-in is at 4:00pm and checkout is at 11:00am, unless prior arrangements have been made.



- Suite numbers are not available in advance. Suite number will be provided upon check-in.
- In-Room Dining, Front Desk, PBX/Communication Operators, Concierge, and Bellmen will all have a listing of all suites so as to direct guests who may ask to the appropriate suite.
- Hotel readerboards can display meeting/event times and locations at no cost.

Payment

- Credit Card – Should the Group choose to settle their account via credit card, a full pre-payment of estimated charges including a twenty percent (20%) contingency overage would be due to the hotel ten (10) business days prior to the start of the event(s). The 20% contingency allows you to make changes onsite. If we do not need to use any of the funds, 100% of the monies will be refunded
- Company Check – Should Group prefer to pre-pay via company check, the above noted full estimate plus 20% contingency overage would be due to hotel for processing ten (10) business days prior to the start of the event(s). Personal checks will not be accepted.

Signage

- Fire code prohibits any easels or signage in guestroom / suite hallways or elevator banks. You may affix a professionally made 8.5 x 11 with approved adhesive method outside your suite and place on the wallpaper area next to the door. All other signage will be removed.

Additional Policies

- Only music of an acoustic nature or background music from the existing stereo system is permitted during functions. Functions that include a live DJ or live amplified music will be shut down by Hotel Management.
- Hospitality suite functions cannot be scheduled or extend past 9:00pm due to noise ordinance. Hotel quiet hours are 9:00pm – 7:00am.
- The hotel reserves the right to close a function, regardless of time, should the number of attendees increase beyond a reasonable capacity for the suite; or the noise level exceeds acceptable limits in the sole opinion of the hotel.
- In the event that the Hotel must compensate any other hotel guests due to noise complaints, those charges shall be placed on the master folio of the suite holder.
- Pads and Pens will NOT be delivered to guest room suites.
- The client is responsible for any damages done to the suite, or any other part of the hotel by your customers, employees, independent contractors, or other agents under your control.



Client Signature / Date

Client Name and Company Name