

Eagles Landing Club



Club Information Catering To You

**Our Goal is to Provide
Quality, Consistent Service and Exceptional, Creative Cuisine
to Our Members and Their Guests.**

We are happy you picked the club and stand ready to make this a memorable event. Our menus include our most popular items and are value priced for members. If you prefer to customize a menu our catering staff will be happy to work with you. Our experienced staff will offer suggestions and recommendations for theme parties and/or packages that will make your event unique. Featured in this packet are our traditional and most popular menu items. **On personal functions, members receive the added benefit of a 10% "Members First" discount on all food purchases.**

Our objective is to make this easy and stay within your budget. Our menu prices include:

- Complete menu ideas from start to finish
- Experienced wait staff to serve your guests
- Standard table and chair setups to include labor
- China, glass, silverware, and appropriate chaffers, Sternos and trays for menus chosen
- House linens to compliment the banquet room
- Cocktail napkins
- Standing podium for your speaker
- Table for your registration, cake, or display
- American and Air Force Flags when available

Your Catering Manager will help you plan for additional items needed, over and above the standard banquet needs. Please take time to review the Club Catering Brochure and General Information package to help you plan your next event. Our goal is to provide quality, consistent service, and exceptional creative cuisine in a unique setting for you and your guests. We appreciate the opportunity to serve you!

Thank You, the Club Management and Staff



GETTING STARTED

We need some information to book your party, which you can provide either by telephone or in person. Please note only club members can book a party. Eligible nonmembers do not receive this membership benefit.

Please provide the following:

- Host/sponsor's Name
- Grade
- Address
- Home and office telephone numbers
- Club card number and expiration date
- Name of group/organization hosting party
- Approximate number of attendees
- Serving time for cocktails and dinner

Please make preliminary arrangements for date, time, and location as early as possible. Final menu arrangements should be made in person and the contract signed within fourteen (14) days of the scheduled date or at the time the special function is booked. The clubs staff will follow up with you to ensure all arrangements are finalized. Our goal is to do this within 14 days of your party.

GENERAL INFORMATION

Planning your next event with the Club is simple to do. Our Catering Staff will assist you in all aspects of your important event and will guide you through the easy procedures from start to finish. The general guidelines below will give you a better understanding of how we operate in order to provide our members with quality, consistent service and exceptional, creative cuisine. We look forward to working with you for an unforgettable event!

NON-MILITARY EVENTS

There are restrictions on the use of the club by civic and civilian organizations. Should your organization fall into one of these categories and you would like to use the club, please provide the club manager the information listed below. The club manager will work with the commander for a final decision.



- Name of organization
- Type of organization, i.e., civic, civilian, nonprofit, etc.
- Purpose of organization
- The type of party you wish to hold and approximate attendance

If approved, please contact the catering department for details concerning available times and any applicable charges. Included in this document are room usage fees and guidelines to help you plan and stay within your meeting budget.

PRO-RATA FORMS

For your convenience, we have pro-rata forms you may use to prorate and charge individual club member accounts. **When paying by cash or credit, members providing their club card number will receive a Members First discount of \$5.00.** For charges, please have the member sign beside their club card number. We would appreciate receiving the pro-rata forms before the function or by 1000 hours on the next workday after the function. Additionally, we ask for your assistance in ensuring the participants know the actual cost of meals and services being provided by the club. They should know of any costs above that amount required to cover non-club services.

GUEST ENTRANCE THROUGH THE MAIN GATE

It is the responsibility of the Security Forces to stop all vehicles without a proper pass required for base entry. Organizational or base connected personnel must obtain a Special Event Pass Request Form from the Visitor's Center or the Catering Manager to gain base entry for non-base connected personnel for a specific sponsored event. The host/sponsor may drop off forms during normal duty hours at the base visitor's center at least one week prior to the event. It is also recommended that you bring a copy of this letter to the event. All guests need to stop at the Visitor's Center. All guests should use the main gate located at Elm and Berkeley Blvd.

FLAGS

We have an Air Force Flag and an American Flag with stands at no charge when available. For specific state, general officer, or service flags, the base Protocol Office may be able to assist you.

CLUB POLICIES



To implement a successful event, certain club policies are in place to insure quality, consistent service and exceptional, creative cuisine to our members. Please review the information below. Our Catering Staff will be happy to answer your questions about these guidelines. We look forward to serving you!

OFF BASE PUBLICITY

Except for base newspapers, the purchase of commercial advertisements in any civilian media to publicize a private or club sponsored party is not permitted.

FOOD AND BEVERAGE

You can bring food items such as wedding cakes, military ceremonial cakes, birthday cakes, and anniversary cakes into the club. Should you have any other requirements, please ask our staff. Additionally, for the safety of our members, all food and beverages are either consumed or disposed of in the club. Exceptions are made when unusual circumstances occur; for example, inclement weather that prevents many guests from attending.

GUARANTEES

To ensure the right items and quantities are on hand for your event, please provide your menu selection 14 business days in advance. Three business days before the event, please advise us of the number of guests to be served. We want to prepare sufficient food for the guaranteed number of attendees. We will work with the host/sponsor on any changes required. The number of meals ordered 72 hours (three business days) before the function is final. That is the exact number of meals that will be prepared, and the minimum amount billed. If additional meals are required over the final number stipulated, the club will possibly have to substitute meals depending on availability of the menu item but will try to accommodate all guests with a comparable meal. The substituted meal(s) will be billed at the rate of the contracted meal or the substituted meal, whichever is highest. If the club is not contacted with a final count 72 hours (three business days) before the function, the estimated number will become the final count. The club will prepare for the original estimated number and bill for that amount. We realize that many functions are booked far in advance and the contracting member may not have an accurate estimate of the number of guests. Ten business days before the function, we require the contracting member to contact the club with a revised number of expected guests. That number will allow the club to order the food, schedule the staff and finalize room assignment. Final billing will be at 100% of the final figure supplied or the number attended, whichever is highest.



PAYMENTS

Cash, personal check, bank draft, your club card, and any commercial Visa or MasterCard is accepted for party payments. The club will accept your payment up to 2 business days after the event or the first business day after a weekend event. **Members will receive a 10% discount on food purchases for their personal functions.**

MULTIPLE ENTREES

The Club uses color codes on luncheons and dinners where multiple entrees are ordered. This practice expedites services and ensures each guest gets what they ordered. We will work with the host/sponsor by providing suggestions on the number of entrée offerings and a color code for each entrée that can be used by each attendee. The use of colored nametags, place cards, or tickets helps the servers distinguish what entrée to serve each guest. ***A \$1.00 fee will be added to each meal for each additional entrée.**

SERVING TIME

We pride ourselves in meeting the serving time listed on your contract. For seated functions, our staff will invite your guests to be seated 5 to 10 minutes prior to actual serving time. If, for any reason, you need to delay the serving time, please inform the catering staff as soon as possible to insure quality, taste and eye appeal of your meal. For meal service requests at other than normal operating club hours, special pricing may apply. Management will work with you to identify those charges in advance and, if applicable, will clearly indicate the charges on your contract.

MEETINGS AND SEMINARS

We specialize in social events for members and guests that contract for food and beverage services. Members and organizations wishing to use rooms for private meetings and seminars need to contact the catering department for details concerning available times and any applicable charges. Included in this document are room use fees and guidelines to help you plan and stay within your meeting budget.

SPECIALIZED AUDIO VISUAL, VENDOR AND MATERIALS GUIDELINES

For your convenience microphones, podiums, and limited audiovisual equipment items may be available through the catering department to support your function. Identify your needs to the catering department well in advance of the function so we can reserve these items for you. If a specialty item is not available within the club, we may be able to assist you by providing a list of sources for the required item. If any outside vendor delivers items to the club,



they must coordinate with the catering department to receive clearance to come onto the base. If display or conference support materials are being shipped into the club, clearly mark the boxes with the name of the function, host/sponsor name and date. Also mark the boxes "Deliver to the Catering Department." Please notify the catering department of any special storage needs for rented or shipped items.

CANCELLATIONS

Non personal functions or functions for non members sponsored by a club member will be charged a \$300 deposit which is credited towards the final bill unless the function is cancelled. Our members are not required to pay a deposit to hold a room for a personal function. The member will supply us with their club card number at the time of reserving the room. If the function is cancelled or not held for any reason, the member's club card will be charged the highest of the following areas:

Cancellation more than 90 days in advance of any function scheduled for a Friday or Saturday will result in no charge to the member. There will be no charge for any cancellation on days other than Friday or Saturday if the club is notified within 60 days of the function.

For cancellations more than 10 days but less than 90/60 days, the cancellation fee will be equal to the room charge fee for that particular room. (See Room Use Fees and Room Deposits, page10)

For cancellations of less than 10 days, but more than 48 hours in advance of the function, the club will charge the member's club card either 25% of the contract amount or the room fee, whichever is highest.

Cancellation with less than 48 hours notice will result in charges of 50% of the contract amount if no food is prepared or 100% if the food has already been prepared.

Request for relief for these charges, other than noted above, must be sent, in writing, through the Club Manager to the 4 FSS Squadron Commander for a final determination.

SERVICE CHARGE

A service charge of 20% for all in-house parties will be added to total contracted food and beverage costs. There is a 20% service charge will be added to any open (host) bar totals. There is no service charge on pay-as-you-go bar sales and for special function items ordered for take-out.



TELEPHONE AND FAX NEEDS

House telephones (if available) can dial anywhere on base. Phones may be available for local toll free calls. If DSN access lines are required, notify the catering manager during the function planning to discuss possible options for service. The catering department will accept incoming telephone messages for all event attendees. Other than in emergencies, conference and party guests are not paged for telephone calls. The catering department does not have internal resources for high volume duplication services; however, small quantity duplication and local fax service is available in the club office at no charge.

DECORATIONS

All decorations other than those provided by the club are the responsibility of the host/sponsor. To preserve the beauty of the club for all members and their guests we request no nailing, stapling, tacking or gluing to the walls, ceiling or any other part of the club or equipment without approval of club management. The host/sponsor is financially responsible for any damages to the facility resulting from misuse of decorations. With the exception of place cards and some individual table decorations, all decorations must be fire resistant and meet the codes of the base fire department. Our catering staff will assist you in coordinating your decorations in accordance with the fire codes. Please coordinate the time you plan to decorate your tables and area with the catering staff to insure there is no conflict with other functions.

Glitter, confetti and other similar type decorations are difficult and labor intensive to clean. If glitter and confetti are used at your event there is a \$60 cleaning fee added to your contract. Rose petals can be used to decorate the tables but must be removed with the other decorations. If they are not or they are thrown on the floor there will be a clean up fee of \$40.00 charged to the final bill.

PROPERTY, LIABILITY AND DAMAGES

Neither the club, nor the Air Force is liable for any loss or damage to, merchandise, equipment, or articles left in the facility prior to, during, or following any event. The host/sponsor will be held responsible for any losses or damage to the building, equipment, house decorations or fixtures belonging to the club/base caused by the host/sponsor or guests. Damages will be billed to the host/sponsor at market replacement cost plus labor.



ROOM USE FEES

As a benefit of club membership, club members are not required to pay room use fees or room deposits for authorized personal functions. (Personal functions include the member's and immediate family's birthdays, anniversaries, family reunions, weddings and retirement receptions. This does not include functions such as Christmas parties, dinner/dance, fashion show, etc. sponsored by member for organizations or associations he's/she's affiliated with.) Applicable room use fees. Room use fees are listed below. Room use fees are discounted or waived if food and beverage dollars exceeds the room use fee price. All special functions are allotted four hours. If desired, the time can be exceeded for an additional cost of \$100.00 per hour. Room use fees cover setup/cleanup, room maintenance and general overhead expenses. Listed below is the meeting space available:

HERITAGE HALL

<u>Name</u>	<u>Fee</u>
Ballroom	\$144.00
Terrace Room	\$111.00
Daedalian Room	\$90.00
Conference Room	\$40.00
Heritage Room	\$90.00
Sports Lounge	\$79.00
Spitfire Lounge	\$79.00

EAGLES LANDING CLUB

<u>Name</u>	<u>Fee</u>
Ballroom	\$166.00
Club Lounge	\$144.00
Top III	\$90.00
Kitty Hawk Lounge	\$46.00
Dining Room	\$68.00

* Additionally, there is an opening fee on Sundays of \$300.00 plus an additional 25% surcharge. All functions occurring on Sundays must also guarantee \$500.00 in food sales.



MISCELLANEOUS FEES

Chair Covers with Sashes (white only)	\$3.00 per chair
Skirts on Tables (other than: head tables (maximum of 3), (1) registration, (1) gift and (1) cake tables.)	\$5.00 per table
Cake Cutting and Server	.50 per person or \$50.00 whichever is greater

BANQUET ROOM SPECIFICATIONS

We have a variety of rooms at the club available for your special event. Our Catering Department will assist you in choosing the appropriate banquet room for your function. Availability of any given area depends upon regularly scheduled functions in that space. Below is a chart for the maximum capacity allowed in each banquet room. These maximums are limits we may not exceed due to Fire Safety Codes.

Room	<u>Seated Meals</u>	<u>Reception Only</u>	<u>Classroom/ Meeting</u>	<u>Theater/ Meeting</u>
Eagles Landing Ballroom	275	400	150	350
Heritage Hall Ballroom	250	400	150	300
Eagles Landing Club Lounge	130	200	75	140
Heritage Hall Terrace Room	110	170	75	125
Eagles Landing Top 3	50	75	30	40
Heritage Hall Daedalian Room	40	65	20	50
Heritage Hall Heritage Room	40	65	20	50

BEVERAGE POLICIES AND CHARGES



BEVERAGES

Beverages can be ordered from the enclosed menu or we can provide a private bar for your guests. We have a "designated driver" program that provides free coffee, soda, and juice to drivers you designate from your group. The club staff will stop serving alcoholic beverages to any individual they feel is intoxicated or nearing intoxication.

PARTY BARS

There are two types of bars: "pay-as-you-go" and an "open" bar. There is a \$150 sales guarantee per bar for the first hour and a \$75 sales guarantee per bar for each additional hour. The final bill will be adjusted to meet the minimum sales guarantee.

Pay-as-you-go Bar: The guests order and pay for their drinks. Standard lounge drink prices apply. See enclosed menu page on beverage prices. There is no service charge added to this type of bar service.

Open Bar: The host/sponsor agrees to pay for all drinks served. Drinks are dispensed to the guests free of charge with the host/sponsor assuming responsibility for payment. An open bar can be set up with a predetermined dollar amount or time limit. The dollar limit amount will be annotated in the contract. A register tab will be computed until the pre-set limit is reached. A 20% service charge applies to the open bar total.

The host/sponsor is responsible for assuring minors do not consume supervised or unsupervised alcoholic beverages.



HELPFUL PLANNING INFORMATION

Your catering department will assist you in planning your special event. However the information listed below will help you understand the appropriate amounts needed for your function.

EQUIVALENTS

Bottle of Champagne	= 8 glasses for toasting
Liter Carafe Wine	= 8 glasses (4oz per glass)
Liter Liquor	= 32 drinks
Gallon Punch	= 30 servings (4oz per glass)
Full Barrel of Beer	= 180-200 glasses (10oz per glass)
Qtr. Barrel of Beer	= 50-75 glasses (10oz per glass)
1 bartender	= 100 people or less
2 bartenders	= 101 to 200 people
3 bartenders	= 201-300 people
4 bartenders	= 301-400 people
5 bartenders	= 401-500 people
1 hour cocktails	= 2 drinks per person
2 hour cocktails	= 4 drinks per person
4 hour cocktails	= 6 drinks per person



HORS D'OEUVRES QUANTITY SUGGESTIONS

Light Hors d'oeuvres:

Usually served in early afternoon or prior to dinner; Plan 4 to 6 pieces per person plus dips, spreads, fruit or vegetable trays.

Medium Hors d'oeuvres:

Usually served mid to late afternoon and considered "bridge" food for the Period between lunch and an "after 6" dinner; Plan 7 to 10 pieces per person plus snack foods, chips, and dips.

Heavy Hors d'oeuvres:

Usually a lunch substitute and/or a pre-show or light dinner substitute, which includes sliced meats and sandwich items. Plan 11 to 13 pieces per person plus dips and fruit/cheese/vegetable trays.

Meal Substitute Hors d'oeuvres:

Served in lieu of a meal and always includes hot/cold meat items; Plan 14 plus pieces per person

Enclosed in this menu packet are many types of hors d'oeuvres from which to choose. Your catering department will be happy to recommend items that compliment each other for a tasteful event.

CATERING TO YOUR NEEDS



As a member, you have many options when entertaining your guests. Our enclosed catering menus will provide you with complete creative cuisine served by our quality service staff at the Club. You won't have to lift a finger to give your guests an event to remember for years to come. We also have a nice selection of items that transport well on those occasions when you want to have a hassle-free event at home.

CARRY OUT SERVICE

Carryout services are available at the Club. Contact the catering department for ordering assistance and coordinating pickup schedules.

OFF-SITE CATERING SERVICES

Enclosed in this menu packet is a listing of most commonly asked for foods for your next event off site. The catering department will assist you in ordering your choices and also to help you with additional needs. There is a 15% service charge or \$50.00 flat fee (whichever is greater) added to all food and beverage orders for functions that require deliveries. There is a charge of \$4.00 per person for all off site functions that require deliveries, set-up and labor.

ENTERTAINING AT HOME

We value you as a member. We know there are times you want to do things at home but may not have enough of a particular service item, i.e. glassware, china, or flatware to support your needs. We are here for you. Members do not pay any fee when borrowing, (for their personal use) small quantities of club daily-use china, glassware, flatware, or tables or chairs when these items are not in use in support of club functions.

Ice, when available in excess of club needs is given to members free of charge. However, members must provide their own containers and transport arrangements. In addition, Sterno or other food warming products may be purchased at cost. Linens may be rented. This membership lending benefit does not apply to squadron and private organizations.

All borrowed items will be signed out on a hand receipt and will have an explicit return date/time. Failure to return items on or before the agreed time will result in charges shown below for each item borrowed. Lost or broken items will be replaced at current cost.



Overlays (52"x52" or 62"x62")	\$1.50 each
Linens: White Round Tablecloths.....	90" - \$4.00
	108" - \$12.00
	120" - \$14.00
White Banquet Tablecloths.....	52"x114" - \$3.00
Napkins.....	\$0.25 each
Cream linens are available upon request and not available in all sizes	
Tables.....	\$10.00 each
Chairs	\$3.00 each
Silverware: Dinner Knives, Forks, Teaspoons.....	\$3.00/3 pc set
Glassware: Bar, Wine, Water, Champagne Glasses	\$1.00 each
Dinner Plates	\$1.00 each
Salad Plates	\$1.00 each
Dessert Plates	\$1.00 each
Coffee Cups.....	\$1.00 each
Saucers	\$1.00 each
Punch Bowl w/ ladle (glass or silver).....	\$7.00 each
Chafing Dishes w/Sterno	\$15.00 each
Pitchers.....	\$2.50 each
Stainless Steel Trays	\$8.00 each
Serving Utensils	\$1.00 each
Coffee Maker (100 cup)	\$10.00 each



WEDDING INFORMATION

Wedding receptions are one of the most important events you will ever plan or host. We provide expert advice and attention to detail to assist you in planning your reception at the Club. Enclosed in the menu packet is a Wedding Specialties page to highlight complimentary items and rental items for your event. In addition there are several Reception Packages to choose from to make it easy for you to plan this important event.

In addition to basic reception packages, we welcome and encourage you to customize your special event by adding specialized beverage service, a personalized seated dinner, an elegant self-serve hors d'oeuvres presentation, or a sumptuous dinner buffet. Your catering manager will be happy to assist you with your plans to make your day a special event.

BIRD SEED/FLOWER PETALS

The throwing of bird seed or flower petals at wedding receptions is an accepted custom. Throwing of rice is not permitted due to the health hazard it presents to wildlife. The club manager must approve the throwing of any other materials. A modest cleanup fee will be charged for throwing items inside the club or in the entrance area outside the club.

TABLE SKIRTING AND LINENS

We have table skirts and linens available in several colors for your celebration. In addition, the catering manager can order specialty linens and skirts for a nominal fee.

TABLE NUMBERS

We have table numbers available and will place them on the tables to correspond with the seating arrangements. There is no charge for this service.

CATERING NOTES



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