

1 March 2011

## **FORT ANYWHERE BUSINESS OPERATIONS POLICY LETTER**

### **CATERING AND SPECIAL EVENT DEPOSITS AND CANCELLATION POLICY**

A deposit is required to confirm Non DOD **local social events** for the facility's rooms and to secure a specific date on a permanent basis along with the signed Contract.

The deposit only guarantees that you have a room reserved. All function rooms are assigned according to the anticipated guaranteed number of guests. If there are fluctuations in the number of attendees, the Catering Office reserves the right to re-assign the function rooms accordingly.

**DOD and military official related events require a Letter of Intent (LOI) and then all deposits are not required for deposit waived.**

### **EVENT REFUND and CANCELLATION POLICY**

Due to the popular demand for rooms at the Catering Center, the following refund policy is in effect:

- If the event is canceled 3 months prior to your event date, 100% of your deposit will be refunded.
- If the event is canceled 2 months prior to your event date, 50% of your deposit will be refunded.
- If the event is canceled 1 month prior to your event date, 25% of your deposit will be refunded.
- If the event is canceled less than 30 days prior to your event date, 100% of your deposit will be forfeited.

The Catering office must be notified in WRITING no later than the above specified dates prior to cancellation of event or function.

### **PAYMENT**

The estimated total of all charges for your event, less prior deposits are due and payable no later than seven (7) days in advance of your event date. Cash, Certified Check and any commercial Visa, or MasterCard is accepted for event payment.

### **DIRECT BILLING**

All direct billing requires prior approval from the Catering & Business Managers. Purchase Order approvals must have the same managers accept before a function can be booked

## DIRECT BILL REQUEST FORM

Please have the following direct bill request form filled out and send in for approval for accounts that do business with the Catering Center more than three times a year. The purpose of a credit check is to minimize the risk related to each individual account involved. In order to achieve the direct billing privilege, the following guidelines should be followed.

1. DOD and military official business pose almost a 0% risk factor. Nonetheless, a Direct Billing Request Form or Purchase Order must be completed by the salesperson, and a copy should be placed in the file.
2. Companies or groups that have done repeated business with our Catering Center and that have had a satisfactory payment history, only pose a small percent risk factor. In these cases, the salesperson making the arrangements should complete the Direct Billing Request Form and get managers approval and place in file.
3. Companies and groups who are not familiar with the Army Club System, and do not fall under DOD, will require a full credit check.

## DIRECT BILLING REQUEST

Billing Address

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ Zip Code: \_\_\_\_\_  
State/Country: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Fax: \_\_\_\_\_

Are you a DOD employee? If yes, you're Organization/Group Name: \_\_\_\_\_

Have you had direct billing privileges with other Clubs within the last 12 months?  
If yes, Garrison/Club name? \_\_\_\_\_

If I should fail to settle my account within 30 days after receipt of invoice, I authorize the \_\_\_\_\_ Club to charge my \_\_\_\_\_ credit card.

A copy/or imprint of the credit card is attached.

Signature: \_\_\_\_\_

Name (Printed): \_\_\_\_\_

The host agrees to make immediate payment upon receipt of statement. In the event such payment is not made within 30 days after receipt of the original statement, it is agreed that the club may immediately impose a late payment charge.

Purchase Order agreements must be supported with a Letter of Intent for all billing arrangements.

### **CREDIT POLICY**

It is the manager's responsibility to establish a credit policy to suit the individual needs of the Catering Center. Direct billing privileges are available exclusively for individuals and/or businesses who/that have established credit approval prior to the date of arrival. A Direct Billing Request Form must be received and on file in the Catering office as soon as possible but no later than 10 working days prior to the function. This does not mean that approval has been granted; the Business Manager has the duty to deny any application that does not fulfill Army Regulations specified.