

# Frequently Asked Questions

## **Do I need to be a member to book?**

The Derrick Club accepts bookings for non-members and members booking.

## **How do I go about booking and confirming my event?**

To confirm a booking, a non-refundable deposit is required for non-member; and a signed copy of the catering agreement will be required for all bookings.

## **What is the Deposit?**

Non-member bookings are required to place a deposit of equivalent to the room rental.

## **What is the Cancellation Policy?**

Within 1 – 2 month notice the full room rental will be applied. Within 1 month – 1 week notice the full room rental plus 50% of the estimated food and beverage will be applied. A notice of one week or less the full room rental and 100% of the food & beverage estimated revenue will be applied. The Derrick reserves the right to use discretion regarding the cancellation policy.

## **What are the payment options accepted?**

Cash, Interact, Debit, Visa, AMEX, Cheque.

## **Can I ship items to the Club prior to my event?**

Due to the limited storage space, we are unable to accept shipments earlier than 1 day prior to the event and all deliveries must be approved in writing by the Catering department.

## **What is the different between a Host/Cash/Corkage bar?**

A Host Bar is applied when the Event Host is responsible for all or part of the guests drinks .

A Cash Bar the guests are responsible for (paying for) their own drinks.

If you would like to bring in your own alcohol then a corkage fee will apply. You must also provide a liquor license and the liquor receipt. We do not allow homemade wine/booze.

## **When do I need to place my food & beverage order?**

14 business days in advance.

## **When is my final number due?**

3 business days in advance.

## **What is included in my booking?**

Table linens and Napkins, Chairs, Tables, Utensils, Glassware, Plates, a full service staff. Mic, Podium, Table Numbers and Centrepieces are available upon requests.

## **Can I bring in my own food?**

Outside food is not permitted nor the ability to pack-away food. We do make exceptions to cakes or cupcakes.

## **Can you accommodate allergies and dietary restrictions?**

Our chef can accommodate any dietary restrictions with a 3 business day notice.

## **Is the menu customizable?**

Please contact the Catering Manager regarding any changes you would like to apply to a menu. Please note a surcharge will be applied depending on the change upon our Executive Chef's approval.

## **What happens if we do not reach the minimum?**

The Event host will be charge for the full minimum charge.