



Fentons Creamery

Reservation Guidelines

Thank you for thinking of Fentons Creamery for your group reservation!

In order to ensure a successful reservation, the following guidelines apply to reservations for groups of 12 or more.

*If you have any questions, please do not hesitate to call the Manager's Office.
We may be reached at 510-658-7000, 2 "#"*



Terms and Conditions

RESERVATION:

- ❑ To guarantee a reservation for a party of 12 or more, Fentons Creamery must receive a signed reservation commitment and retain a deposit.

DEPOSIT:

- ❑ A \$100.00 deposit confirms your reservation and will be deducted from the total cost of the final bill.

DEPOSIT REFUND:

- ❑ All deposits and payments are non-refundable after 30 days prior to your reservation and are applied to your final bill.
- ❑ Deposits received for scheduled events between the blackout periods of: May through July and also the entire month December, will be non-refundable if cancellation occurs.

USAGE GUIDELINES:

- ❑ The person responsible for the reservation must be on time. All reservations are forfeited if the guests are late for the reservation by 15 minutes or more. A setup and teardown penalty fee of \$100.00 will be charged. (Original Deposit)

- ❑ Outside food and/or beverages MAY NOT be brought in. Orders CANNOT be placed at the take-out station. All orders must be placed with a Fentons Creamery Waitperson. The exception to this is cake, which can be brought in from the outside. There is a \$1.00 per slice fee for cutting and serving cake brought from the outside. Customers are not allowed to cut and serve their own cake. Cake should be delivered to Fentons Creamery on the morning of the reservation between the hours of 9:30 am and 11:00 am.
- ❑ Fentons Creamery is not responsible for any damage, loss or theft of guest belongings, equipment or merchandise.
- ❑ These terms and conditions are for general reservations and do not apply to exclusive rental of the Fentons Creamery Party Room. There is a separate set of terms and conditions that applies to the exclusive use of the Party Room.

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Billing

- All outstanding balances are due at the immediate conclusion of your reservation.
- We accept cash and credit cards. **Personal checks are not accepted, without exception.**
- 18% service charge will be charge to all food and beverage totals.
- 8.25% sales tax is applicable to all banquet charges.
- The credit card number for the person booking the reservation must be kept on file even if the final bill will be settled with cash.

Reservation Commitment Necessary Customer Information

Customer's Name:
Customer's Phone Numbers: Home: Work: Other/Cell:
Customer's Address <i>(must be the same as credit card billing address)</i>
Desired Date and Time of Reservation: 1 st choice: 2 nd choice: 3 rd choice:
Credit Card for Deposit <i>(American Express, Visa, MasterCard, Discover or Diner's Club)</i> Number: Expiration Date:
I have read and fully understand all the policies and procedures for Fentons Creamery. I understand all deposits and payments are non-refundable and will be applied towards the final bill. Also I understand that if no private room fee was paid for EXCLUSIVE use of the Party Room, I may have to share it according to Volume.(Parties of 25 or less) Customer Signature: Date:
Name of Fentons Creamery Customer Liaison: Signature:

Thank you for thinking of Fentons Creamery for your celebration!