

# GENERAL INFORMATION

## Welcome

Our entire team stands at attention to welcome you and your guests to Lucky Star Casino, Hotel and Convention Center. We very much look forward to servicing your event and doing our part to create positive memories for all involved. Please review the following:

## Guarantees

Final event attendees' counts will be due by 12:00pm, three (3) business days prior to actual event date. If no guarantee is received the expected number as listed on the event order will act as the final guarantee. The event room will be set for 5% over the final guarantee count.

## Security

The hotel is not responsible for any damage to event space caused by attendees or stolen items left behind post event. The contract signer is responsible for any said damages.

## Display Materials

The hotel does not allow any confetti or materials to be affixed with nails, staples, adhesive tape or any other product that would cause damage. All display materials must be discussed and approved by the hotel's Event Management prior to all events.

## Shipping & Receiving

Packages for all events will be received by the hotel no sooner than three (3) days prior to event date. The hotel will receive and store up to three (3) packages at no cost. Any packages beyond three (3) will be at a cost of \$10 per box. The hotel is not equipped to receive and store pallets.

## Service Charge

All food, beverage, audio-visual, and room rental charges are subject to an 18% service charge. All service charges are distributed to the Hotel's associates who provide the set up and execution of all events.

## Alcohol Service

The consumption of alcoholic beverages may be consumed by persons 21 years of age or older. If an minor is found consuming alcoholic beverages the hotel reserves the right to cease the dispensing of alcohol. All alcoholic beverages must be purchased from the hotel. No outside beverages are allowed. The Hotel also reserves the right to cease beverage service to any persons who appear intoxicated. All alcoholic beverages must be dispensed by Hotel associates only.

## Miscellaneous

No food or beverage not purchased through the Hotel is permitted in any event space or common areas without the written permission from the Hotel's Event Management team.