

# **PACIFIC PALMS CATERING GENERAL INFORMATION**

## **ELIGIBILITY**

- Catering facility and services are provided on a first-come, first-serve basis
- Must comply with Department of The Army Regulations, AR 215 and directives

## **RESERVATIONS**

We require at least one month in advance or earlier, for any reservations with an initial deposit to confirm the reservation. Once a deposit has been made, the deposit is non-refundable.

**DEPOSITS** (All Deposits are Non-Refundable).

## **BILLING AND DEPOSITS**

To secure your event date and time, client must submit a completed client information form to a Hale Ikena Catering Admin or Caterer and provide a non-refundable, non-transferrable initial deposit that is required to confirm at the time of booking. If no deposit is made, the inquiry/reservation is not confirmed. This deposit will be applied towards your contract total.

## **PAYMENT**

We accept the following forms of payments: Cash, Credit Card (Visa, MasterCard, Discover and American Express), Cashier's Check or Business Checks. We do not accept personal checks.

## **HEADCOUNT GUARANTEES**

To facilitate the success of every function, a final guaranteed headcount is required no later than two weeks prior to the event. Once this is given, the count may not fall below this guaranteed count. If any changes occur less than 2 business days prior to event, client is obligated to pay the full contract price for additional guests plus 10% surcharge. Food quantities and preparation are based on the guaranteed headcount. Hale Ikena will not be held responsible for short comings.

## **CANCELLATION**

Per policy, all deposits are non-refundable. In the event you will need to cancel your event, please notify us no later than two weeks prior to the scheduled event date. At the time of booking, please understand that you have agreed to our terms and know that your deposit will be forfeited once you cancel.

## **PAYMENT DEADLINES**

- 1<sup>st</sup> Payment: Initial deposit is due at time of inquiry, or submittal of completed reservation form
- 2<sup>nd</sup> Payment: Two Weeks Prior to Event: 75% of contract total due (non-refundable)
- Final Payment: Three Business Days Prior to Event: 100% of contract total due (non-refundable)
- All deposits are non-refundable. Once we receive a deposit, there is no refund.

## **EVENT TIMING/DEADLINES**

To ensure accuracy, timeliness, and a flawless event, please use the following checklist for items due prior to your scheduled event.

### **Upon Initial Booking**

- Completed Reservation Form
- Reservation Contract
- Non-Refundable Deposit

### **14 Days Prior**

- Menu Selection
- List of any appetizers, enhancements, additional beverages (fruit punch, lemonade)
- Confirmed Head Count. Once we receive this count, it cannot go down but can go up
  - Please state if vendors are included/not included in buffet head count
- List of Confirmed Entertainment Vendors (i.e. DJ, Photo Booth, Magician)
- List of planned activities (i.e. Slide Show, Arts and Crafts Tables, Space for playing games/performances, Space for dancing)
- Any rental usage of our audio-visual equipment? (i.e. Screen, Projector, Portable Speaker, Podium with Microphone)
- List of Decorations (i.e. Balloon Arch, Flower Vase, Lighting, Banners/Posters, Backdrop)
- 75% of total contract due (non-refundable)
- Submit Vetted Guest List Form to the Caterer

### **7 Days Prior**

- Final day to make any increases to the headcount

### **3 Business Days Prior**

- 100% of total contract due (non-refundable)

**All payments are done prior to the event date.**

## FOOD

***Per the Tri-Service food code, due to safety and sanitation concerns, "To-Go" boxes will not be provided/allowed for meals food items remaining at the end of the event. Pacific Palms Catering holds the first right of refusal for any Food and Beverage needs within the facility. All deviations must be notated on the contract and approved in writing.***

All food items must be provided by Hale Ikena. For the safety of all our guests, food and beverages must be consumed or disposed in the facility. Any breach of contract will result in the cancellation of your event with **NO REFUND**.

- Private buffets are limited to only 1 ½ hours from start of serving time and may not exceed past the event end time.
- Only a celebratory sheet cake or cupcakes may be brought in (Please contact us for more details)
- Client is responsible for providing their own small paper plates and forks for the celebratory cake portion of the event

Per policy, we do not allow any of the following food and or beverage services:

- Cotton Candy/Popcorn/Ice Cream/Boba Milk Tea/Acai Bowl Machines and or Services

**If you have any questions about our food policies, please contact the Catering Office for more information.**

## BEVERAGE SERVICE

Our policy does not allow any outside beverages, alcoholic or non-alcoholic, to be brought into the facility. Alcohol and Non-Alcoholic beverages used as favors/centerpieces/gifts/decorations are not allowed within our facility. Any beverage brought in will be confiscated immediately. All beverages must be provided by Hale Ikena.

Patrons must be 21 years or older to purchase and or consume any alcoholic beverage. Providing alcoholic beverages to a minor or breach of our rules and policies will result in the termination of the event with **NO REFUND**. Please drink responsibly.

If you would like to have a Bar open for your event, there will be a fee of \$45.00 per hour of the event. The bar will close exactly 30 minutes prior to the event end time. No minimum. Let us know if you would like to have your Bar: Hosted or No-Host.

### **Hosted:**

*Option #1:* Host to pay all guests' drinks for the duration of the event (no limit)

*Option #2:* Host sets a tab limit (i.e. \$500.00 tab). Once tab has been met, the bartender will close the tab with host's payment, and guests will have to pay for their own drinks soon after.

**No-Host:** Host pays the fee to have the bar open with a bartender, and guests will pay for their own drinks throughout the duration of the event.

## ENTERTAINMENT, VENDORS AND DECORATIONS

All entertainment, vendors and decorations must be approved by the Caterer and Manager at least two weeks prior to the event. Please note that some vendors and decorations may not be permitted.

Vendors must cleanup and breakdown their equipment prior to close of event end time.

- Decorations are the responsibilities of the client
- Any items brought in by the client/guests/vendors, must be brought back out of the facility by the mentioned parties by the end of the event
- All linen is to be provided only by Hale Ikena
- To keep the integrity of our building, we do not allow nailing, tacking or taping of objects on the wall, ceiling, chandeliers or any other facility property
- Items that are prohibited are: confetti, glitter, sand, soil, rice, tinsel, flower petals, scattered decorations (please contact us for more details)
- Food and beverage machines/services that are prohibited are: cotton candy, popcorn, ice cream/gelato, sushi, shaved ice, boba milk tea drinks
- Popcorn as favors are not allowed
- Flammable items such as candles, torches are not allowed. Only battery-operated candles are allowed
- Bouncy houses/Inflatables are not allowed at our facility
- No live animals/petting zoos/pony rides are allowed at our facility
- Hale Ikena reserves the right to control the volume of any entertainment that impacts concurrent functions or surrounding community to include terminating entertainment
  - Day Time Events: All music must stop by 1:30 pm
  - Nighttime Events: All music must stop by 9:30pm
- Host/Sponsor is responsible for informing all vendors of requirement to check in with management on duty prior to the unloading and setup of equipment. We reserve the right to reassign vendor locations as necessary
- DJ smoke machines are prohibited from this facility
  - Smoke machines trigger the club's fire alarm
  - If fire alarm is triggered, Hale Ikena will not be responsible for loss of time, event time will not be extended, and event will be terminated with no refund
- **Alcohol is not permitted to be either gifts, centerpieces and or favors for the event**
- Any breach of contract will result in the cancellation of your event with **NO REFUND**.

**If you have any questions regarding entertainment, vendors and or decorations,  
please contact the Catering Office at 808-787-4011.**

## **LIABILITY AND RESPONSIBILITY**

Neither, the Hale Ikena or Army is liable for any loss or damage to, merchandise, equipment, or article left in any facility prior to, during, or following any event. The host and or sponsor will be held responsible for any losses or damages to the building, equipment, house decorations or fixtures belonging to the club/base caused by the host and sponsor or guests. Damages will be billed to the host and or sponsor at market replacement cost plus labor.

Hale Ikena is not responsible for any electrical equipment that is impacted due to the loss of power as a result to vendor or guest equipment.

Host and or sponsor is responsible for the conduct and behavior of all guests. Inappropriate conduct or behavior may result in immediate removal.

All persons entering Fort Shafter must carry a Government or State ID at all times (Hale Ikena is not responsible for security/access to the post). Per the Directorate of Emergency Services Security Branch, they are enforcing all Real IDs.

Executive Order 13058 protecting federal employees from exposure to tobacco, prohibits smoking within fifty feet of restaurants or bars

## **INTERNET**

Our facility does have Wi-Fi. Please ask a staff member for the password upon arrival for your event.

## **EQUIPMENT RENTAL**

Equipment available for rent:

- Projector: \$25.00
- Projector Screen: \$25.00
- Portable Speaker System: \$25.00
- Podium with Microphone: \$25.00