

General Information

The policies and information provided in this document are subject to change at any time. This list may not include all of the policies of the Resort. Please review any items pertaining to your event with your Wilderness Territory contact.

Guest Safety

To ensure the safety of all of our guests, no doorways, exits, hallways, stairways or driveways can be blocked in any way. Public utilities, fire extinguishers or alarms, vents, lighting fixtures or sprinkler systems may NOT be covered or tampered with in any way.

Meeting Room Assignments

Wilderness reserves the right to inspect and control all private functions of any nature held on the hotel premises.

Wilderness reserves the right to change banquet room or rooms, as specified in the contract, if the guaranteed number of guest changes or if deemed necessary by the Resort management. Changes in banquet room arrangements within 24 hours will be subject to additional labor charges.

Customers and exhibitors must remove all displays and vacate their function room by the contracted time on their scheduled departure date.

Music & Entertainment

For the comfort of all of our resort guests, any music or entertainment on property must be approved in advance by your Resort contact. The Wilderness Territory reserves the right to request volume adjustment or cease loud music at any time. The Wilderness Territory has a 10:00 p.m. Quiet Hour for all guest room sleeping areas. All music events must conclude by 12:00 a.m. (midnight) unless otherwise noted.

Decorations

All decorations must meet the approval of the local fire department and of the Wilderness Territory. Affixing any materials to the wall or ceiling is prohibited, unless the hotel gives prior approval. No confetti or glitter is allowed in meeting rooms. Candles may be used provided they are contained properly, no open flames allowed.

Only biodegradable throwables allowed for outdoor functions. Additional clean up charges will apply for any excessive debris.

No Soliciting

The Wilderness Territory does not permit clients to solicit to our guests or staff. No promotional materials can be displayed outside of your event area.

Security

The Wilderness Territory will not assume any responsibility for lost, stolen, or damaged items or equipment left in the resort following your event. The Wilderness Territory may require the hiring of bonded security personnel for certain events as needed and at the discretion of the Resort.

Damages

All clients and guests agree to be responsible for any damage done to the premises, resort equipment, or other guest's property or equipment during the period of time which they are under your control or an independent contractor with may be hired by you or your organization.

Billing

Billing information is included in the group contract and/or will be provided on the Banquet Event Orders. We ask that all social events pay 100% of their estimated bill seven (7) business days prior to that function. A credit card must be on file in advance for all wedding & social events, as NO checks are accepted within 30 days of the event or after the event.

ADA Compliant

As required by the American Disabilities Act, our meeting facilities are accessible by persons with disabilities.

Food and Beverage

Event Details

Banquet menu selection, room requirements and all other arrangements must be made a minimum of two weeks prior to your function. All food and beverages are to be purchased through the Resort. Guests may not bring food or beverages into banquet areas. The Wilderness Territory reserves the right to cease functions without refund if food or beverages are brought in from the outside. No unused food or beverages can be removed from the function space after the event.

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Food and Beverage *(continued)*

Guarantees

Banquet guarantees are required by Noon no later than 72 hours prior to each meal function. Guarantee cannot be decreased after this time. Guarantees for Monday, Tuesday and Wednesday events must be received by noon the preceding Friday. If a guarantee is not submitted, the preliminary number indicated on the booking agreement will be considered the correct and guaranteed number. Your group will be billed for the number guaranteed or the actual number of served meals, whichever is greater.

Percentage Over Guarantee

The Wilderness Territory will prepare 5% above the final guarantee number. We reserve the right to choose comparable substitutes for these extra meals. Your group will not be charged for these extra meals unless they are served.

Service Charge

All food and beverages are subject to a taxable 19% service charge and 6% sales tax. Groups requesting a tax exemption must submit a State of Wisconsin tax exemption form with the tax exempt number prior to the scheduled function.

Multiple Entrée Fees

Split entrée choices for a group are available at \$1.00 per person charge per split. Guarantees for each entrée are required by due date. We will provide color coded meal tickets.

Specialized Menus

We welcome the opportunity to create any special menus in addition to our printed menu. We will design a menu to enhance the theme of your party and to suit your personal tastes. We will make every effort to accommodate special dietary needs and special requests.

Bar Charges

A \$100.00 fee will apply to each bar that is set up for your function. If the bar sales exceed \$500.00, the \$100.00 fee will be waived. Wilderness will provide one bartender for every 75-100 people scheduled to attend. If you request additional bartenders, we are happy to provide them. The cost to you would be \$75.00, per bartender, per hour.

Lodging Accommodations

Check In and Check Out

Check in time is after 4:00 p.m., and check out is at 11:00 a.m.

Room Blocks

Rooms are not guaranteed to be next to or near each other. Every effort will be made to book rooms together or meet other location requests, but no guarantees may be given. The Wilderness Territory reserves the right to make room changes prior to your arrival date as needed.

Deposit / Cancellation Policy

All individual reservations require a deposit of one night at the time of reservation. Deposits may be paid by credit card, check or money order. No personal checks are accepted at check in. Hotel reservations cancelled prior to 72 hours of arrival will be subject to a \$20 processing fee. Cancellations within 72 hours will forfeit the entire deposit. Condos, Cabins and Villas are subject to a 14 day cancellation policy with a \$30 processing fee.

Group Rates

Group rates may be given depending on group size. Any discounts, special rates or packages, or any other individual offers will not apply to group negotiated rates. Group rates may not be altered after original booking and contract, regardless of hotel specials.

Damages

Management reserves the right to charge the credit on file for any damages, theft or excessive cleanup to any unit. A \$1,000 damage deposit will be required at check in for any Cabin rental. This deposit will be refunded at time of departure upon a complete unit inspection. Management reserves the right to request this deposit for other units upon arrival.

