





2301 N. MacArthur Drive ♦ Alexandria, Louisiana 71303 ♦ 318-619-3300

plus an additional amount for the security deposit. The Hotel does accept cash as a payment method and must be rendered at the time of arrival for the full total of the stay plus an additional amount for the security deposit. Personal checks are not accepted. Additional payment methods may be discussed with the *Hotel Contact* indicated above.

**Reservation Guarantee:** Guaranteed reservations will be held until 11:59 PM on the day of arrival. Please have the guest call the hotel directly if they believe they will be arriving later.

**Hotel Taxes & Exemption:** The Hotel is required by law to collect a 15.95% hotel tax consisting of a 6% Occupancy tax, 5.5% Parish tax and 4.5% State tax. If the Group is eligible to claim exemption from the State, Parish or Occupancy taxes, the Group must provide the appropriate documentation as required by the State of Louisiana.

**Cancellation & No Show Policy:** Individual cancellations must be received 48-hours prior to the arrival date (no later than by 3:00 PM local hotel time the day prior to arrival). Cancellations received after this time will incur a charge in the amount equal to the one night room rate and taxes. The cancellation fee will be charged to the guaranteed method of payment. In the event a guest with a guaranteed reservation does not arrive, or cancels the reservation by 3:00 PM local hotel time the day prior to arrival, the reservation will be considered a "no-show" and the guest will be charged the amount equal to the one night room rate and taxes. Guaranteed no shows may be billed to the credit card on file for the reservation.

**Check-In Time:** Guest registration and check-in begins at 3:00 PM, local hotel time. While every effort is made to accommodate guests arriving before the check-in time, rooms may not be immediately available. We will, however, be happy to store luggage at our front desk. We recommend that a guest call approximately two-hours prior to their arrival if they are looking for an early check-in. We cannot guarantee rooms may be available prior to the 3:00 PM check-in time. The primary guest whose name is on the reservation must be at least 21 years old to check-in and have a valid ID and credit card or cash (enough to cover the full amount of the total room rate and taxes plus an additional refundable \$100.00 for security deposit).

**Check-Out & Departure Time:** Departure and checkout time is 11:00 AM local hotel time. Requests to retain rooms beyond that hour should be directed to our Front Desk, and will be granted based upon availability and hotel occupancy. A late departure charge may be applied. Generally, a late departure fee of a half day charge of the room rate and applicable taxes and fees will be charged if a guest departs between 12:00 PM (noon) and 2:00 PM; a full day charge of the room rate and applicable taxes and fees will be charged if a guest departs after 2:00 PM.

**Smoking Policy:** The Hotel does offer smoking rooms. However, smoking is not permitted in any of our non-smoking guest rooms or public areas. There are designated areas outside of the hotel where guests are free to smoke. Any indication of smoking in a non-smoking guest room, including smell or visual confirmation, will result in a \$200.00 (USD) fee charged to the guest or company account.

**Pet Policy:** The Hotel is a pet-friendly hotel that will allow up to two pets weighting no more than 40-pounds each. We do charge a non-refundable \$10 per night (plus applicable fees & taxes) per pet charge. In the event a pet has caused excess damage or the room requires a deep cleaning due to the pet's presence, a *Pet Sanitation Fee* of \$200.00 (USD) will be charged to the guest's account. There are no deposits, charges or penalties for service animals.

**Guest Service & Billing Issues:** The Hotel prides itself on providing outstanding Guest Service to all of our guests. If for any reason, you need to contact the Wyndham Garden of Alexandria in regards to a Guest Service issue, positive or negative, or if you have any billing issues, please contact our Front Office Manager at 318-619-3300. We would welcome any opportunity to rectify any issues that may arise during the guests stay.

**Hotel Policies:** The policies listed above are included on *Exhibit A* for distribution to the Group Members so they are aware of our hotel policies prior to arrival. By signing this *Group Rate Agreement & Event Contract*, you acknowledge that you have read through & accept these hotel policies for your *Group*.

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**Audio/Visual Equipment:** The audio/visual equipment order must be received by the *BEO Details & Menu Due* date listed above and will be outlined on the *Banquet Event Orders* for the event. Rental charges will be assessed to the final event bill. The *Client* is welcome to provide audio/visual equipment, including all power sources (i.e. power strip/surge protector, extension cords, etc.). If audio/visual equipment has not been previously ordered, the ACC may be able to provide audio/visual equipment & power sources, based upon availability, with the all related charges assessed to the final event bill.

**Labor Charges:** Staffing & labor expenses for Event Attendants (i.e. Servers, Bussers, Restroom Attendants, Coat Check Attendants, etc.) or other event personnel/contract staff, as deemed necessary by the ACC, that would be needed to properly service the event will be applied to the final event bill at \$10.00 per hour per attendant for the total number of hours worked, with a four (4) hour minimum.

**Banquet Event Orders:** All details of the event (including set-up, food & beverage and audio/visual orders) will be due by the *BEO Details & Menu Due* date listed above. Once the details have been finalized, the ACC will provide *Banquet Event Orders* to the *Client* for review and signed to acknowledge your acceptance of the orders and returned to the *Hotel Contact*, listed above, within three (3) business days.

**Event Changes:** Any changes to the *Banquet Event Orders* must be made no later than the *Final Guarantee & Changes Due* date listed herein. Any changes after the date listed above, including changes requested on the *Event Date*, may be charged a *Change Fee* of \$150.00 per requested change if deemed necessary by the ACC.

**Additional Charges:** Based upon actual needs that may arise during the event, additional charges may be applied to the final event bill if deemed necessary by the ACC. These charges include but are not limited to the addition of food & beverage, *Change Fees*, damages and/or any fees that would allow for proper execution of this event.

**Set-Up & Decorations:** The ACC has established the *Set-Up & Decorating Guidelines* to protect its property. By signing this *Event Contract*, you acknowledge that you accept and will abide by these *Guidelines*. No signage and/or decoration shall be posted, nailed, screwed, or otherwise attached to the walls, floors, or other part of the building or furniture without the approval of the ACC. Applicable charges will be applied to the final event bill for any provable damages to the ACC property that may have occurred during the duration of your event (including set-up & load-out). See the *Hotel Contact* listed above for the established *Set-Up & Decorating Guidelines*.

**Vendors:** All vendors will need to coordinate with the *Hotel Contact* the dates & time for set-up & load-out no later than fourteen (14) days prior to the *Event Date*. The *Client* must identify all vendors providing outside services on *Exhibit B: Event Contact Information* and return it to the *Hotel Contact* by the *BEO Details & Menu Due* date listed above.

**Shipments/Packages:** The ACC will gladly receive any packages necessary for an event. The shipment of such material will be accepted no sooner than 3 days prior to the *Event Date* and must be picked up within 48-hours after the conclusion of the event. The *Hotel Contact* must be notified of any shipments that are to be received for an event. See the *Hotel Contact* for shipping information.

**Billing:** All event charges will be posted to a master bill listed under the *Client* indicated above. Full payment for the event must be made no later than fourteen (14) days prior to the *Event Date* unless prior arrangements have been made with the *Hotel Contact* and properly notated and acknowledged by both parties for the protection of the *Client* and ACC.

**Payments:** To secure the event, the *Deposit Amount* listed above must be paid by the *Deposit Due* date. The remaining balance for the event is due by the *Final Payment Due* date, which is fourteen (14) days prior to the *Event Date*. If the remaining balance is not paid by the *Final Payment Due* date, the event may be cancelled and the *Client* will lose all deposit payments paid towards the event. If the event is booked less than fourteen (14) days prior to the *Event Date*, the full balance is due at the signing of this *Event Contract*. The ACC accepts cash, credit/debit cards, money orders, or cashier checks. Personal checks are not accepted. Other payment arrangements must be arranged in advance with the *Hotel Contact* and properly notated and acknowledged by both parties for the protection of the *Client* and ACC.

**Security Deposit:** Since payment for the event is due fourteen (14) days prior to the *Event Date*, a valid credit card must be on file via a Credit Card Authorization Form, and will be authorized for \$250 the day prior to the event, to cover any additional charges that may be accrued during the event, including but not limited to additional food & beverage or audio-visual charges, additional cleaning or property damages if deemed necessary. If there are no additional charges and the convention center is left in a clean & acceptable condition, the authorized amount will be released back to your bank once the event's master account has been closed out. If additional charges are to be applied to the *Client's* master account, the *Hotel Contact* will discuss the charges with the *Client* prior to the credit/debit card being processed for payment.

**Service Charge:** All event charges are subject to an *18% Service Charge* that is applied to the final event bill and is a gratuity fee for services rendered during an event by the staff of the ACC.

**Sales Tax:** State, Parish and Local Sales Tax, currently at 10.5%, will be applied to all applicable charges as identified by the State of Louisiana. Tax exempt companies within the State of Louisiana must have the appropriate State of Louisiana Tax Exemption form on file with the Wyndham Garden of and the ACC at the time of the signing of this contract.



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**Cancellation:** The ACC is holding the aforementioned space for the exclusive use by this Client. If an event needs to be cancelled for any reason, the cancellation must be made in writing and a percentage of the total lost revenue will be collected, including the forfeiture of all paid deposits, based upon the timeframe from the Event Date the cancellation is received. The following schedule outlines the percentages of the total lost revenue due if the event is cancelled:

<u>Cancellation Prior to Event Date</u>	<u>Total Estimated Revenue Due</u>
0 – 14 Days	100%
15 – 21 Days	50%
22 -30 Days	30%

**Exclusivity Policy:** This Group Rate Agreement & Event Contract is only valid at the Wyndham Garden of at 2301 North MacArthur Drive, Alexandria, Louisiana 71303 & the Alexandria Convention Center, at 2225 North MacArthur Drive, Alexandria, Louisiana 71303, and will not be valid at any other Wyndham Hotel Group property, any property managed by the current Management Company or owned by the Alexandria Investment Group.

**Compliance with Laws:** You will comply with all applicable foreign and domestic laws, codes, regulations, ordinances and rules with respect to your obligations under this Contract and the services to be provided by you hereunder, including but not limited to any laws and regulations governing package and tour travel operators/organizers. You represent, warrant and agree that you are currently and will continue to be for the term of this Contract, in compliance with all applicable local, state, federal regulations and laws, including but not limited to, all provisions of the Patriot Act and regulations and/or requests of the U.S. Department of Homeland Security and the Office of Foreign Assets Control in the U.S. Department of the Treasury.

**Indemnification:** To the extent permitted by law, the parties of this Group Rate Agreement & Event Contract shall mutually protect, indemnify, defend and hold harmless the above Client or the Baymont Inn & Suite, the Alexandria Convention Center and its officers, directors, partners, agents, members, and employees from and against any and all Claims arising out of or caused by the Client or Baymont Inn & Suite and the Alexandria Convention Center's negligence in connection with the provisions of their facilities. The Client or Baymont Inn & Suite and the Alexandria Convention Center shall not have waived or be deemed to have waived, by reason of this paragraph, any defense, which it may have with respect to such claims.

**Force Majeure:** The parties of this Event Contract shall not be liable for any failure of or delay in the performance of this Event Contract for the period that such failure or delay is due to causes beyond its reasonable control, including but not limited to acts of God, war, strikes or labor disputes, embargoes, government orders or any other force majeure event.

**Guest Liability & Security:** The Client acknowledges that all individuals visiting the Wyndham Garden of and /or the Alexandria Convention Center acknowledge that the Wyndham Garden of and the Alexandria Convention Center, its owners and/or Management Company are not liable for any property loss or damage as well as all individuals assumes all risks while on the Wyndham Garden of and the Alexandria Convention Center property.

**Non-Assignment:** Neither party may assign this Group Rate Agreement & Event Contract or any part hereof to any third party without the prior written consent of the other party except that the ACC may assign this Group Rate Agreement & Event Contract to a new owner and/or management company of the Wyndham Garden of and the Alexandria Convention Center.

**Wyndham Rewards:** Wyndham Rewards go meet points applies to this group & event. Please go to [www.wyndhamrewards.com/gomeet](http://www.wyndhamrewards.com/gomeet) for terms and conditions.

Per the terms and conditions, points can be divided up to 3 planners. The points will go to the following planners:



<b>Planner:</b>	<b>Wyndham Rewards Number:</b>	<b>% of Total Points to be Awarded:</b>

**Acceptance:** By signing below, as the Client representative, you accept the terms & conditions established herein this Group Rate Agreement & Event Contract as well as acknowledge that you have read through and accept the Hotel Policies as well as read through, understand and accept the information provided in the Alexandria Convention Center Event Information Packet.

**Contract Accepted & Acknowledged By:**

\_\_\_\_\_

\_\_\_\_\_  
Date

Convention Sales Manager  
Wyndham Garden of – Alexandria Convention Center

\_\_\_\_\_  
Date

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**EXHIBIT A**  
***Hotel Policies***  
***(for Group Members)***

**RESERVATION CUT-OFF DATE & ROOM AVAILABILITY:** These group rates are strictly for the dates set for your group block. ***All reservations must be made two weeks prior to the arrival date.*** Any reservation made 14-days or less may be made at the available rack rate, & if availability allows, the group rate may be offered. Sometimes we may incur high-demand occupancy (sold out) & during those times rooms and/or the group rate may not be available to reserve. If you have specific requests or need further assistance, contact our Front Desk at 318-619-3300 to notify us of your requests/needs.

**PAYMENT METHOD & GUARANTEE NO SHOW POLICY:** All reservations must be guaranteed by an individual credit card late arrival. If the reserved room is not used, where the guest(s) does not arrive & is a no-show, the individual guest or the credit card will be expected to render payment for the room(s). For guaranteed reservations, in the event of a no-show (without canceling first), the absent traveler will be charged the room rate equal to one night plus applicable taxes & fees. Guaranteed rooms will be held until 11:59 PM on the day of arrival. Please have the guest call the hotel directly if they believe they will be arriving later. Guaranteed no shows may be billed to the credit card on file for the reservation.

**HOTEL TAXES & TAX EXEMPTION:** The Wyndham Garden of is required by law to collect of 16.5% hotel tax. The tax breakdown is 6% occupancy tax, 5.5% Parish tax & 5% state tax. Anyone claiming a hotel tax exemption must provide the appropriate documentation as required by the State of Louisiana.

**HOTEL CANCELLATION POLICY:** Individual cancellations must be received 24-hours prior to the arrival date (no later than by **3:00 PM local hotel time the day prior to arrival**) to avoid a charge of one night's room rate & applicable taxes. Cancellations received after this time will incur a charge in the amount equal to one night room rate & applicable taxes. The cancellation fee will be charged to the guaranteed method of payment.

**CHECK-IN TIME:** Guest registration & check-in begins at 3:00 PM, local hotel time. While every effort is made to accommodate guests arriving before the check-in time, rooms may not be immediately available. We will, however, be happy to store luggage at our front desk. We cannot guarantee rooms may be available prior to the 3:00 PM check-in time.

**CHECK-OUT & DEPARTURE TIME:** Departure & checkout time is 11:00 AM local hotel time. Requests to retain rooms beyond that hour should be directed to our Front Desk & will be granted based upon availability & occupancy. A late departure charge may be applied. Generally, a late departure fee of a half day charge of the room rate and applicable taxes and fees will be charged if a guest departs between 12:00 PM (noon) and 2:00 PM; a full day charge of the room rate and applicable taxes and fees will be charged if a guest departs after 2:00 PM.

**SMOKING POLICY:** The Wyndham Garden of does offer smoking rooms. However, smoking is not permitted in any of our non-smoking guest rooms or public areas. There are designated areas outside of the hotel where guests are free to smoke. Any indication of smoking in a non-smoking guest room, including smell or visual confirmation, will result in a \$200.00 (USD) fee charged to the guest or company account.

**PET POLICY:** The Wyndham Garden of is a pet-friendly hotel that will allow up to two pets weighting no more than 40-pounds each. We do charge a non-refundable \$10 per night (plus applicable fees & taxes) per pet charge. In the event a pet has caused excess damage or the room requires a deep cleaning due to the pet's presence, a *Pet Sanitation Fee* of \$200.00 (USD) will be charged to the guest's account. There are no deposits, charges or penalties for service animals.

**GUEST SERVICE & BILLING ISSUES:** The Wyndham Garden of prides itself on providing outstanding Guest Service to all of our guests. If for any reason, you need to contact the Wyndham Garden of – Alexandria in regards to a Guest Service issue, positive or negative, or if you have any billing issues, please contact our **Front Office Manager at 318-619-3300**. We would welcome any opportunity to rectify any issues that may arise during the guests stay.



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**EVENT CREDIT CARD AUTHORIZATION FORM**

Please fill out the information below to authorize the Alexandria Convention Center & Wyndham Garden of in Alexandria, Louisiana to process the credit card stated herein for the authorized charges accrued by the event below.

A copy of the cardholder's identification and front/back of the credit card must accompany this form.

**Group Information:**

Event/Organization: \_\_\_\_\_  
Contact: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Email: \_\_\_\_\_  
Event Date(s): \_\_\_\_\_

**Credit/Debit Card Information:**

I, \_\_\_\_\_, hereby authorize the Alexandria Convention Center/Wyndham Garden of in Alexandria, Louisiana to charge my credit/debit card listed below for the following charges only for the event stated above (check the option below for the charges you authorize to be charged to your credit/debit card):

- All Convention Center event charges (may include room rental, food & beverage, and/or audio/visual charges and applicable taxes & service charge) – Including event deposit, security deposit & remaining balance.
- Event Deposit Only – Amount: \$\_\_\_\_\_
- Remaining Event Balance (due 14-days prior to the event)
- Security Deposit – The stated credit/debit card will be authorized 24-hours prior to the event for an amount that may be equal to the full total of the event charges if the balance is not paid in full prior to the event date, and/or an additional security deposit of \$250.00 to cover incidental cleaning, damage or unknown possible event charges. The authorization will be released upon the Alexandria Convention Center closing out the event's master account upon receiving full payment for the event total and/or remaining event balance.

Name of Card Holder: \_\_\_\_\_

Billing Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone Number(s): \_\_\_\_\_

Email Address: \_\_\_\_\_

Type of Credit/Debit Card:     Visa                       American Express  
    MasterCard             Discover

Card Number: \_\_\_\_\_                      Expiration Date: \_\_\_\_\_

I agree to be pay for the charges indicated above for the Organization's event that will be taking place at the Alexandria Convention Center/Wyndham Garden of , Alexandria, Louisiana on the date(s) indicated. Furthermore, I acknowledge that my credit/debit card may be charged for any additional charges that may incur during the event that has not already been paid.

\_\_\_\_\_  
Cardholder Signature

\_\_\_\_\_  
Date