

OUR POLICIES



Deposit required upon reservation

A deposit of 50% of the estimated amount is required upon confirmation of your reservation date.

This deposit will be deducted from your final billing. The deposit is non-refundable. It guarantees the price and date of your event.

On Tuesday 12 p.m. of the week preceding the event, customers must provide us with the final number of participants. Customers must pay the invoice by credit card, debit card or certified cheque within 30 days of the event.

Late reservations

The number of meals and the menu must be confirmed by Tuesday 12:00 pm of the week prior to your event. This is the number that will be billed to you, except when adding guests. To add guests after the confirmation date, fees will be automatically applied. In addition, this request is subject to prior approval by Food Services who will evaluate the possibilities according to the menu and the food inventory available.

PSP Food Services reserves the right to change the meal format of the event according to its operational capacity (ex: meal with table service changed for a buffet). This will be confirmed 1 month in advance.

Other charges

On the final invoice, administration, tips, laundry and service team hours will be billed.

During an event on a holiday, additional service fees will be added according to the rates in effect.

In order to prevent delicate, inadequate or security situations for the guests, staff, premises and equipment, we will provide a mandatory security guard from 9:30 p.m. to closing time according to the current rates. Minimum 4 hours.

Minimum requirements

Food Services may refuse a group reservation outside of regular service hours if the gross sales are less than \$1000.00. Some exceptions apply. Ex. cold buffet without service.

No outside food and beverage

All beverages consumed at the event must be purchased on site. Homemade wines and any other unauthorized alcohol are prohibited and must not be consumed on site.

Meals and all food will be prepared and served by the Centre Castor Food Services team. Alcoholic beverages or food should never be allowed in or out of our facilities except food from our facilities, with the exception of wedding cakes. An agreement can be made at the time of booking.

Take-out food

According to the policies of the 5th Field Ambulance, during a buffet or table service no food that has been served or is self-serve may be taken home. Only dishes ordered over the counter or delivered may be taken home.

2 choices of main plates

If you have 80 or more people, you can select up to a maximum of two main plate choices.

If this is the case, we will charge the price of the more expensive of the two plates. Side dishes will be the same for both choices. The choice of appetizer, soup and dessert will remain the same for all guests. In addition, it will be your responsibility to identify each guest's choice of menus by one of the following means: place cards with choice, a coloured coupon placed in front of the customer and previously assigned to each choice or a table plan with a choice of menus for each guest.

Not applicable on the group lunch formula.

SAQ wine

You can choose a wine available at the SAQ that does not appear on our wine list. If so, the selling price will be set as follows: SAQ price multiplied by 2.5. All bottles ordered will be invoiced.

Dessert

You may bring your own cake. However, an additional fee of \$3/person will be charged if you wish to keep our dessert service or to add a decoration (coulis and fruit) to yours.

Intolerance, allergies and other special needs

The group leader must provide a complete and up-to-date list of intolerance, allergies and special needs of their guests at the same time as the final confirmation of the group, i.e., no later than 12:00 p.m. on Tuesday of the week prior to the event. Additional fees will automatically be applied for requests made during the event. The choice of menus will be at the discretion of Food Services. Ex: vegetarian, undeclared allergy or intolerance.

Sequence of events

The group leader must provide details of the sequence of events at the time of the final confirmation of the group, at the latest on Tuesday at 12:00 p.m. of the week prior to the event. The prices submitted take into account the continuous meal service. If you are planning to have entertainment, additional fees may apply. The duration of a 3-course meal can last between 2:00 and 2:30 if there are no speeches.

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Menu and price guarantee

Menus and prices are revised once a year. At that time, the new prices and menus will be in effect.

PSP Food Services reserves the right to substitute any products that are not available on the market at the time of the event.

We commit to providing an equivalent or superior product.

Decoration

Confetti, adhesive tape and bright flames (candles) are not permitted. The use of stickers is mandatory for your wall or ceiling decorations. The room can be made available free of charge upon request, depending on availability, for decoration the day before or the day of the event, depending on the Centre Castor's regular business hours. Outside of these hours, the rental rate of \$75/hr. applies.

We assume no liability for damage to or loss of goods before, during and after the event.

Inventory of fixtures

Our team will check the premises after the event. A fee may be charged for breakage, repositioning of furniture (e.g. patio chairs), decorations left behind or general cleanliness of the premises. The integrity of the premises and the behaviour is the responsibility of the event organizer(s).

Audiovisual & Wifi

- Microphone
- Screen
- Television networks
- Projector
- Portable speakers

The loan of equipment is free. However, it is your responsibility to check the availability of the equipment, their technical specifications and their proper functioning. We do not guarantee the quality. If not, we advise you to rent them or to call a professional.

Room fees (without meals)

\$75/hr (at least 4 hours). The room fee includes:

- SOCAN
- Furniture (tables and chairs)
- Set up and teardown
- Opening and closing of the bar, as required
- Cleaning and sanitary products

The room is available until 1:00 AM maximum.

Room charge (with meals)

FREE which includes:

- SOCAN
- Furniture (tables and chairs)
- Set-up and teardown
- Opening and closing of the bar, if required
- Cleaning and sanitary products

The room is available from 4:00 p.m. until 1:00 a.m. Outside of these hours, the rate is \$75/hour until not later than 3:00 a.m.

Accommodation

You and your guests will receive a 15% discount when booking with a meal in one of our luxury yurts.

Open 4 seasons and located at the foot of Mont Brillant, in the heart of the forest, but close to all services and activities of the Centre Castor (250 metres), this ready-to-camp site in luxury yurts will allow you to experience nature in a bucolic environment with maximum comfort. The outdoor activities available will enhance your stay alone, with your family or in a group. A unique formula inspired by Tales and Legends. The site has 10 modern, intimate and equipped yurts: hotel quality mattresses, electricity, minibar, small appliances, television... which will assure you a maximum of comfort, making your nature experience a pleasant one!

- 8 accommodations for up to 6 people (queen size bed)
- 2 accommodations for up to 4 people (double bed)

Reservations required, subject to availability.

Supervised photo package

We provide you a Centre Castor employee and two golf carts to take pictures in the most bucolic areas of Centre Castor.

\$50 Package includes:

- 2 golf carts*
- 1 accompanying person
- Maximum duration 1 hour

- * The golf carts can accommodate the bride and groom and the photographer only.
- * Package available depending on weather conditions.

Celebration package

Enjoy our wedding area in a natural atmosphere to celebrate your event.

\$200 Package includes:

- Benches for up to 80 people seated
- 1 table serving as a hotel
- 2 chairs
- Portable BOSE speaker and microphone upon request

- * The facilities are provided as is (additional seating, decoration and other are the responsibility of the client).
- * Package available depending on weather conditions.