

Gateway Club Complex

Catering to You

Our Goal is to Provide Quality, Consistent Service and Exceptional, Creative Cuisine to Our Members and Their Guests

We are happy that you have chosen the club to provide you with a beautiful and affordable venue for your event. Our menus include our most popular items that are value priced for members. If you prefer to customize a menu, our catering staff will be more than happy to assist you. On personal functions, members receive the added benefit of a 10% Members First discount on all food purchases when paid for by the Club Member, and a \$2 discount per meal on prorated military functions.

Our objective is to make this easy and stay within your budget. Our menu meal prices include:

- Complete menu ideas from start to finish
- Experienced wait staff to serve your guests
- Standard table and chair set ups to include labor
- China, glass, silverware, appropriate chaffers, sternos and trays for menus chosen
- House linens
- Cocktail napkins
- Table numbers and table number holders
- Standing podium for your speaker (Except GTL's)
- Sign in, guest book, cake or display tables (Except GTL's)
- American flag (when available)

Your catering coordinator will help you plan for additional items needed, over and above the standard banquet needs. Please take time to review this brochure to help you plan your next event. We appreciate the opportunity to serve you!

Thank you,
The Club Management and Staff

Getting Started

****Catering is by appointment only****

****Only Club Members can book a function****

We need certain information to book your party. We can take initial contract requests by phone, email or appointment; however, we like to have at least one face to face meeting before your event. Please note that a Club Card is required to book any function. Eligible non-members do not receive this membership benefit. Non-members may have their event sponsored by a Club Member but will receive no Members discount and will be charged for the room (on non-military functions).

Please provide the following: Host/Sponsor's name, second POC name, rank, mailing address, home and office numbers, email address, Club Card number and expiration date, name of group/organization hosting the party, approximate number of guests, date of event, start/end times, serving times.

Please make preliminary arrangements for time, date and location as early as possible. Upon your request, we will make a contract to reserve the room. This contract is considered tentative until it is signed and a cancellation fee paid (when required). Tentative contracts for Military events will only be held for 3 business days (7 for Private Parties). At the end of this time period we will release the room. It is the client's responsibility to contact us to sign the contract and pay cancellation fee. If no further contact has been made at the 3 (or 7) day mark from initial booking, it will automatically be kicked out of the system and the room released to availability. Only Club Card Member can sign contract. We prefer functions to be booked at least 60 days in advance, final menu selection and updated headcount 30 days in advance, a concrete plan with food, service times and updated headcount 14 days in advance, and a final headcount and details at 48 hours prior (for Monday and Tuesday functions this will be the Friday

before). Please see our "Timeline" for more in depth information regarding appointments and information needed.

*****Please keep in mind that prices and policies are subject to change****

General Information & Club Policies

Planning your next event at the Club is simple to do. Our catering staff will assist you in all aspects of your event and will guide you through from start to finish. The following general guidelines will give you a better understanding of how we operate in order to provide our members with quality, consistent service and exceptional, creative cuisine. We look forward to working with you for an unforgettable event!

Prorata Forms: For your convenience, we have prorata forms to prorate and charge individual credit card accounts. For charges, please have guests sign in the space provided. POC's will be responsible for any unsigned charges. We prefer to receive prorata sheets 48 hours prior to the function and any additions to the final headcount the day of. We will take prorata sheets as late as 1000 the next business day following the function. Additionally, we ask for your assistance in ensuring that your guests know the actual cost of meals versus the price the organization is charging. They should know of any costs above the amount required to cover non-club services. Please see "Prorata Guidelines" for more detailed information.

- Members can pay cash, check, Club Card, MC or Visa
- Non Members cannot write checks
- \$2 discount per meal (max of 5 discounts per member for immediate family members and those that are not eligible for club membership)
- Member's discount is not valid if a portion of each meal is being paid by unit funds, etc, only valid when all guests are paying for their entire meal
- **All 16 digits** of Club Card must be provided for any discount, and expiration date for charges
- Event POC is responsible for collecting on rejected charges within 48 hours of notification
- Event POC's must use official prorata sheets (provided by Catering Dept)
- Incomplete sheets will be returned

Non-Military & Non- Air Force Events: There are restrictions on the use of the Club by other branches of the military, civic and civilian organizations. Should your organization fall into one of these categories and you would like to use the Club, please provide the catering coordinator with the information listed below. The Club Manager will provide a final decision.

- Name, type and purpose of organization, type of function to be held, approximate attendance and a credit card number in place of a Club Card

If approved, please contact the catering department for details concerning available times and any applicable charges. Please remember that Air Force events take precedence over all other types of events. Room usage fees are provided further in this document.

Guest Entrance Through the Gate: It is the responsibility of Security Forces to stop all vehicles without base registration decals. To help you and your guests through the gate without delay and inconvenience here are a few things you must do in advance of your function:

- Sponsored Events: For security reasons, special event passes are required. Please request (use template provided by catering department) base entry for non-base connected personnel for a specific sponsored event. The request should have a typed, alphabetized list of guests, entertainers, florists, etc with first and last name, telephone number, last 4 of SSN and DOB or driver's license number with state. This must be **hand-carried** to Security Forces Bldg. 5211(210-671-4391) at least **72 hours prior** to the function. Please provide the catering department with a courtesy copy of the list as well. Lists dropped off 1-2 days before the function will not be accepted. Please see our "Guest List Policy" for more detailed information.

Flags & DV Parking Signs: When available, the Club has an American flag with stand at no charge. For specific state, general officer or service flags, the Wing Protocol Office (210-671-2423) may be able to assist you. The Club does not have any reserved or DV parking signs, please contact your protocol office.

Off Base Publicity: Except for base newspapers, the purchase of commercial advertisements in any civilian media to publicize a private or club sponsored party is not permitted.

Food & Beverage:

- **Outside food** – No outside food may be brought into any area of the Club. We do allow wedding cakes and military ceremonial cakes to be brought in with prior approval from the catering department. There will be a cake cutting fee of \$.50 per person (cut & plate), Silver cake service for \$.75 per person (cut & serve) and a flat rate of \$35 for military events.
- **Taking food from a function** – For the safety of our guests, all food and beverage must be both consumed and disposed of in the Club. The only food that can be removed from the facility is cake. Client must provide to go containers for the remaining cake.
- **Seating** – Additional seating for any amount over the final count of paid meals will not be provided. We will only set tables and place settings for the number of meals paid for. In the event of a military awards ceremony with food, additional seating for non-paying guests will be chairs with no tables.
- **Minimum for a catered function** – We require a minimum of 30 persons to cater a function. If the headcount is below 30, client will still be charged for 30.
- **Off-The-Menu Selections** – We are more than happy to provide you with a specialized menu that is not currently listed on our published menu. Special pricing may apply. Please allow at least one week for a price quote.
- **Adding food during a function** – We are prepared to accommodate 2% over the last count given on buffets and will have 2 extra plated meals on hand. If additional meals are required please let a staff member know. On functions with Hors D'Ouevres only, we will only set out the exact amount ordered. If the kitchen is available to make more, those charges can be added to the contract.

Guarantees: To ensure the right items and quantities are on hand for your event, please provide your menu selection(s) one month in advance, an updated headcount 14 days in advance and most importantly your **final/guaranteed headcount 48 hours prior** (for Monday and Tuesday functions this will be the Friday before). **The number provided at 48 hours prior will be the minimum amount billed.** This count cannot drop. If no count is given at 48 hours, we will use the last count given. If additional meals are required and are available, POC must initial additions on party contract with a club representative.

Payments: Cash, personal checks (from Club Members only), bank draft, Club Card, Visa and MasterCard are accepted for party payments. Payment is preferred at the time final count is given. Payments will be accepted up to 2 business days after the event. If full payment is not received at this time, the remaining balance will be charged to the card on file. Our cashiers are closed on Mondays.

Multiple Entrees: For plated meal functions where there is more than one option, we ask that the client provide a color code. The use of colored nametags, place cards or tickets helps the servers distinguish what entrée to serve each guest. We allow 2 menu selections plus a vegetarian option. If a client requests 3 or more entrée options there will be a split menu fee of an additional \$1 for each meal served.

Children's Meals: We offer plated meal options for children 12 and under. Any guest over the age of 12 will be considered an adult for food purposes. There is no discounted price for children on our buffets.

Serving Time: We pride ourselves in meeting the serving time listed on your contract. If for any reason you need to delay the serving time, please let the banquet staff know as soon as possible to ensure the quality, taste and eye appeal of your meal. For any delays over 30 minutes a \$75 fee will be charged.

Dates and Length of Functions: We book functions Monday through Saturday based on availability. Sunday functions are only booked with approval from the Club Manager; if approved an additional 25%

will be added to the final bill. Functions are booked for a block of 4 hours. Additional hours may be purchased in advance for \$100 per hour (\$200 after 2400) and only in one hour increments.

Audio Visual Equipment: For your convenience microphones, podiums and limited audio visual equipment items may be available. Please identify your needs to the catering department in advance of your function. The audio visual system in the Fiesta Ballroom is currently available for military functions at no additional charge. Client is responsible for coordinating a training time through the catering department prior to the day of the function. Clients are not authorized to use the system without prior training. The Club will not be responsible for furnishing one of our staff members to troubleshoot. If this service is desired there will be a \$150 charge to have our trained staff assist throughout your function. For all private functions the \$150 fee will apply. Currently the only room with audio visual capabilities is the Fiesta Ballroom, for all other rooms, client must provide their own equipment. We do have the following items available on a first-come first serve basis for rent: TV/VCR \$25 and a laptop computer \$50.

Storage and Deliveries for Clients: If an outside vendor delivers items to the Club, they must coordinate with the catering department in advance. If display or conference support materials are being shipped to the Club, please obtain approval from the catering department. Boxes need to be marked "Deliver to Catering Department". Please also include the POC or organization name on the box as well. Storage fees start at \$50. We do not allow any decorations, equipment, etc to be stored before or after your event (other than items listed above). The Club will not be held responsible for any loss or damage.

Telephone, Fax & Duplication Needs: House telephones (located in lobby) can dial anywhere on base and local toll-free calls. The club will accept incoming phone calls for attendees. Other than in emergencies, guests will not be paged for telephone calls. Small quantity duplication and local fax service is available in the Club office. Our rates are as follows: \$.25 per copy and \$1 per fax page.

Decorations & Decorating Times: All decorations not provided by the Club must first be approved by the catering department. All items must be removed from the facility immediately following the function. The Club will not be held responsible for loss or damage to items left behind. Decorations must be fire resistant and meet the codes of the base fire department (with the exception of place cards and some individual table decorations). We ask that clients do not tape, tack or nail anything to the ceiling, walls or any other part of the club. Items such as confetti, birdseed and glitter are prohibited. If these items are used at your function, the Club will charge a \$75 clean up fee. On most functions we allow a 2 hour window before the start of the function for decorating. You may purchase additional hours to secure an earlier decoration time at \$50 per hour. Please discuss your decorating timeline with the catering department. We do not allow day before set up.

Cancellations:

All cancellations must be in writing and acknowledged by the catering department.

A signed contract must be received within 3 business days (7 for private events) of initial booking to hold the reservation. **Tentative contracts will only be held for 3 business days (7 for private events). At the end of this time period we will release the room. It is the client's responsibility to contact us to sign the contract and pay the cancellation fee. If no further contact has been made at the 3 (or 7) day mark from initial contact, the contract will automatically be kicked out of the system and the room released to availability. Only the Club Card Member can sign the contract.**

All personal functions and Christmas Parties in the month of December are required to pay a cancellation fee equal to the room fee within 7 business days of initial booking. December function cancellation fees are non-refundable.

On personal functions, if the function is cancelled or not held for any reason, the cancellation fee will be kept according to the following guidelines:

Personal Functions

- Less than 30 days from date of contract signing and cancellation fee paid, will result in refund of cancellation fee minus \$50 admin processing fee.

- More than 30 days after date of contract signing and cancellation fee paid, will result in no refund of cancellation fee.
- Less than 10 days, but more than 48 hours, before event, cancellation fee will be 25% of the contracted amount or the amount of the room fee, whichever is greater.
- Less than 48 hours before event, cancellation fee will be 50% of the contracted amount if no food is prepared or 100% of the contracted amount if the food is prepared.

Military Functions

- Cancellations or no shows of ANY function booked after Community Center Hours (0800-1700 M-F) in a banquet room less than 48 hours prior to the function will result in a cancellation fee equal to the room fee. This will be charged to the card on file. (The Club Manager may choose to waive this)

Property, Liability and Damages: Neither the Club nor the Air Force is liable for any loss or damage to the following items left in the facility prior to, during or following a function; merchandise, equipment or articles. The Client will be held responsible for any losses or damage to the building, equipment, house decorations or fixtures belonging to the Club/base by the client or guests. Damages will be billed at replacement cost plus labor.

Service Charge: There is a service charge added to all food and beverage according to the following guidelines:

- 20% for all in-house functions and to go food
- 25% for off-site (plus \$150 delivery fee)

Labor Costs: For all in-house functions there is no additional charge for standard labor. If passed Hors D' Oeuvres, cocktail or buffet line service is required we will charge a minimum of \$20 per server per hour. For off-site functions where our staff is requested to stay the above charge will apply. For carver service there will be a flat fee of \$50. Champagne service will be a flat fee of ranging from \$15 to \$75 dependant on the number of guests.

Dry Runs & Practices: Dry runs and practices are a courtesy that we extend to our paying customers only. Dry runs and practices can only be scheduled 1 week in advance and are on a space available, as is basis. No items will be set up for your event and we ask that if the room is set for another function that it is left in the manner it was found. Please do not move any chairs or tables during your dry run. If a paying function books a date where a dry run or practice is currently scheduled, you will be bumped for the paying function. If you would like to book your dry run further in advance you will be charged the room fee. If you choose to have your function at another facility you may only book a dry run or practice with us if a contract is made and payment of the room fee is received at the time of booking. A Club Card must be provided to make the contract.

DV Gathering Rooms: Unfortunately we cannot book additional rooms at no charge. If you would like to purchase food and beverage items equal to the cost of the room or pay the room fee we can book a private pre-gathering room for your event. Our lounges in the back of the club can be utilized, please check with the Catering Department for availability.

Lunch Go Through the Line (GTL): All GTL's must be booked through the catering department. For parties of more than 30 but less than 50, a contract must be made for a private room. A Club Card must be provided to make the contract. Dining tables and chairs will be provided at no additional charge. Guests will go through the lunch line and pay the regular price. Utensils, beverages and napkins will be on the lunch line. A cake service fee of \$35 will apply if a cake is brought in. The following items may be rented and or placed in the room:

- Podium/Microphone \$25
- 6 or 8 ft table for gifts, awards, etc \$10
- Table cloths \$3 each
- Beverage station (water & tea) and preset napkins and utensils for each guest \$1 per person (to be paid to the contract not the lunch line cashier)

We do not allow GTL's of more than 50 guests. For 50 guests or more a catered function must be booked.

Personal Function Definition: The personal function definition is a function for the primary member and spouse. For Quinceneras, Weddings and other private functions for the Club Member's children, waiving of the room fee and Member's First discount will only be given if all payments are paid by credit card or personal check with the Club Member's name. Functions that are being sponsored by Aunts, Uncles, Grandparents, friends etc are not considered personal functions, therefore no discount will be given and the room fee will not be waived. The following is a list of functions that are authorized for the 10% Member's First discount when paid for by the club member (only by credit card or personal check with the Club Member's name):

- Anniversary Party
- Wedding Reception
- Birthday Party
- Dinner Party
- Going Away Party
- Retirement Reception
- Promotion Party

Beverage Policies and Charges

All alcoholic beverages must be provided by the Club (except for specialty bottles of champagne or wine, a \$10 corkage fee will be assessed). You can order a preset amount to be placed out (i.e. carafes of wine, bottled beer, kegs, etc) or we can provide a private bar with a bartender. We have a "Designated Driver" program that provides free soda, coffee and juice to drivers that you designate from your group. Club staff will stop serving alcoholic beverages to any individual they feel is intoxicated or nearing intoxication. The host/sponsor is responsible for assuring minors do not consume alcoholic beverages. Off-site bars will incur a \$150 set up fee per bar. The minimum sales guarantee for an off-site bar is \$500 per bar.

Party/Private Bars:

For non-military events there is a \$400 set up fee per bar (regardless of which type) for the bar to be open for 4 hours. "Open" bar tabs are in addition to this set up cost.

For military events we will set up 1 bar per 150 attendees with no set up fee. There will be a \$400 minimum sales guarantee per bar. If this minimum is not met we will add the remaining difference to the contract plus 20%. If you would like bars set up in the Alamo or Gateway rooms when your event is in the Fiesta Ballroom only, the above set up fee will apply.

We offer two types of bars: "Pay-as-you-go" or "Open"

- "Pay-as-you-go" Bar – Otherwise known as a "cash" bar. Each guest orders and pays for their drinks. Party Bar drink prices apply. There is no service charge added to this type of bar service. The bartender is authorized to set out a tip jar.
- "Open" Bar – Drinks are dispensed to the guests "free of charge". The host/sponsor assumes responsibility for payment. This type of bar can be set with predetermined limits: time, dollar amount or "only" items. These particulars will be listed in the contract. There will be a 20% service charge added to the final amount.

Room Use Fees

As a benefit of club membership, Air Force Club Card Members are not required to pay room fees for authorized personal 4 hour functions (see personal function definition above). For all personal and December functions a cancellation fee (equal to the room fee) will be charged at the time of booking (to be paid within 7 business days). Room fees are waived for all official Air Force functions (Change of Command, retirement ceremony, etc) during Community Center hours (0800-1700 M-F). If a Club Member is sponsoring a personal function for a non-Club Member the room fee will not be waived, unless one of our Reception Packages is purchased. If a Club Member is sponsoring any other type of event for a non-member or civic organization, the room fee will not be waived unless food and beverage purchased exceeds the cost of the room. Approved non-Club Member functions (conferences, meetings, expos, other branches of the military, etc) room use fees will not be waived or discounted. Applicable room use fees and minimum guest counts are listed below. Room use fees cover set up/clean up, room maintenance and general overhead expenses. Listed below are the meeting spaces available. Mitchell Hall does not fall under our Community Center designation, therefore the room fee will be charged for all events where food and beverage purchased does not exceed cost of the room.

Room Name	Room Dimensions	0-4 Hours	4 + Hours	Minimum Guest Count
Alamo Room (1 or 2)	24' x 39'	\$150	\$250	20
Alamo Room (1 & 2)	48' x 39'	\$300	\$450	50
Fiesta Ballroom (1 & 2 or 4 & 5)		\$300	\$450	60
Fiesta Ballroom (3)	42' x 41'	\$300	\$450	60
Fiesta Ballroom (1-3 or 3-5)		\$450	\$600	120
Fiesta Ballroom (1-5)	117' x 63'	\$700	\$1100	200
Gateway Room		\$200	\$300	20
Mitchell Hall		\$600	\$900	200

Banquet Room Specifications

We have a variety of rooms at the Club available for your event. The catering department will assist you in choosing the proper room according to our guidelines. Below are limits for each room for different set ups. The maximums are set and we may not exceed due to Fire Safety Codes.

Room Name	Theatre Style	Stand Up Reception	Classroom Style	Round Tables	Round Tables On/With Dance Floor	Round Tables With Buffet Lines	Banquet Style	U Shape	Audio Visual
Alamo Room (1 or 2)	50	70	30	50	N/A	50	N/A	N/A	Screen Only
Alamo Room (1 & 2)	120	120	80	120	80	120	N/A	60	Screen Only
Fiesta Ballroom (1 & 2 or 4 & 5)	200	150	80	120	80	120	N/A	60	1 Screen w/ Projection System
Fiesta Ballroom (3)	200	150	70	90	120	90	N/A	30	1 Screen w/ Projection System
Fiesta Ballroom (1-3 or 3-5)	300	280	120	200	230	230	250	N/A	2 Screens w/ Projection System
Fiesta Ballroom (1-5)	600	600	250	330	360	280	460	N/A	3 Screens w/ Projection System
Gateway Room	60	60	30	60	N/A	60	N/A	40	Screen Only
Mitchell Hall	500	500	200	300	330	330	450	N/A	No AV

Helpful Planning Information

Equivalents:

- Bottle of Champagne = 8 glasses for toasting
- Large Liter Carafe of Wine = 8 glasses (4 oz. per glass)
- Small Half Carafe of Wine = 4 glasses (4 oz. per glass)
- Liter of Liquor = 32 drinks
- Gallon of Punch = 30 servings (4 oz. per glass)
- Keg of Beer = 180-200 glasses (10 oz. per glass)

Hors d'oeuvres Quantity Suggestions:

- **Light Hors d'oeuvres:** Usually served in the early afternoon or prior to dinner. Plan 4-6 pieces per person plus dips, spreads, fruit or vegetable trays.
- **Medium Hors d'oeuvres:** Usually served mid to late afternoon and considered "bridge" food for the period between lunch and an after 6 dinner. Plan 7-10 pieces per person plus dips, spreads, fruit or vegetable trays.
- **Heavy Hors d'oeuvres:** Usually a lunch substitute and/or a pre-show or light dinner substitute to include sliced meats and sandwich items. Plan 11-13 pieces per person plus dips, spreads, fruit or vegetable trays.
- **Meal Substitute Hors d'oeuvres:** Served in lieu of a meal and always includes both hot and cold items and meat items. Plan 14+ pieces per person plus dips, spreads, fruit or vegetable trays.

Catering to Your Needs

As a member you have many options when entertaining your guests. We are here to help for your needs at home as well as in-house.

Carry Out Service: We offer a limited menu selection of items that travel well. A contract will be made with a predetermined pick up time.

Off-Site Catering Services: The Club is only authorized to cater to on-base quarters and facilities. No off-base catering can be arranged. Delivery Fee will be a minimum of \$150. If staff is required to stay at location, there will be a 25% service charge rather than the standard 20%. Off-site bars will incur a \$150 set up fee per bar. The minimum sales guarantee for an off-site bar is \$500 per bar.

Entertaining at Home: We value you as a member and we know that there are times you want to do things at home but may not have enough of a particular service item (glassware, china, etc) to support your needs. All rented items will be signed out with a contract made and will have an explicit return date and time. Failure to return items on or before the agreed time and date will result in additional charges. Lost or broken items will be replaced at current cost. Please see our Catering Menu for prices.