



# *Catering Menus*

THE *Fairmont*  
EMPRESS  
VICTORIA

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## **General Information & Policies**

### **Menu & Wine Selection**

As part of Fairmont's commitment to environmental stewardship, this menu contains locally sourced, organic, or sustainable items wherever possible. It is our pleasure to offer you custom menus featuring local, organic and sustainable ingredients or healthy options from our Fairmont Lifestyle Cuisine program. Your Conference Services & Catering contact will be pleased to offer you further information on these selections.

Fairmont is committed to your health and well-being by preparing all cuisine without artificial trans-fat.

Menu and wine selection must be arranged at least one month prior to your function date. Late orders may be subject to surcharges.

All food and beverage served at the Hotel is to be provided by The Fairmont Empress with the exception of wedding cakes (a service charge may apply).

In accordance with Health and Safety Regulations, the Hotel prohibits guests from removing any food and beverage products after a function.

### **Event Guarantees**

The Fairmont Empress requires an approximate number of guests attending your event 14 days prior to your function with a final guaranteed number confirmed three (3) business days prior. For meal functions of up to 300 guests The Fairmont Empress will prepare and set 5% above the guaranteed number of guests. For meal functions of over 300 guests The Fairmont Empress will prepare and set for 3% above that guaranteed number of guests. You will be charged the guarantee or the actual number of guests served whichever is greater. In the event a guarantee is not received, you will be charged the original contracted amount or the actual number of guests served, whichever is greater. Once a guarantee number is confirmed it can be increased up to 24 hours prior to the event upon approval of the Chef. In the event the actual number of meals prepared is greater than the pre-determined over-set a sur-charge of \$5.00 will apply to each extra meal produced.

For events that require on-going ticket sales on site a final guarantee of guests will be confirmed 24 hours prior. Ticket sales should cease at this time.

The percentage of over-set meals will be prepared as the vegetarian alternative meals, (for events of up to 300 guests 5%, over 300 guests 3%). In the event that the number of requests for vegetarian or alternative meals exceeds this number you will be charged for the number of extra vegetarian or alternative meals served. Should you require a higher percentage of vegetarian or alternative meals (5% or 3%) this number must be included in your guarantee.

### **Allergies**

In the event that any of the guests in your group have food allergies, you shall inform us of necessary service details such as names of the guests and the nature of their allergies, in order for us to take the necessary precautions when preparing their food. We undertake to provide, upon request, full information on the ingredients of any items served to your group. Should you not provide the names of the guests and the nature of their food allergies to us in writing, you shall indemnify and hold us forever harmless from, and against, any and all liability or claim of liability for any personal injury that does occur as a direct result of our negligence or the negligence of any of our representatives. In the event of such negligence by us, or any of our representatives, we shall be responsible for all expenses reasonably incurred in the defense of such liability or claim of liability.

### **Regal Service**

The Fairmont Empress is delighted to offer Regal Service for dinner events for any groups up to 120 guests. Our Chef will create a special dinner menu offering your guests a choice of entrée. This menu will be printed for the dinner guests. Our service staff will then take the guests' dinner order prior to the first course being served.

\$10.00 per person

### **Crown Service**

Our Crown Service can be offered with any dinner menu for groups up to 200 guests. A menu selection offering a choice of entrée will be presented to your guests prior to the dinner. The number of each entrée will then be confirmed to your Catering Manager, 72 hours to the dinner.

\$3.00 per person

### **Payment**

An estimated non-refundable deposit of 25% is required to confirm all events. The balance of the estimated charges is due 14 days prior to the function. Credit may be arranged through our Credit Department for billing in excess of \$3,000; a minimum of one month is required for processing. For billing under \$3,000, a deposit is required upon booking and must be paid in full, 2 weeks prior to the event.

### **Cancellation**

All cancellations must be received in writing by the Conference Services Department. Functions cancelled within 45 days of the scheduled date are subject to a cancellation fee of 50% of the contracted food and beverage revenue. Events cancelled within 48 hours of the events will be charged 100% of the contracted amount.

### **Signage**

Signs may only be displayed directly outside your designated meeting room and on the floor of your meeting room. The Hotel will be pleased to arrange signage for our clients and reserves the right to remove signs that are not prepared in a professional manner or deemed unsightly. Our Banquet team contact will assist in placing signs and banners. Service charges may apply for banners to be hung in function rooms.

Signs are prohibited in public areas unless previous clearance has been received

### **Shipping, Boxes & Exhibit Material**

The Fairmont Empress will be pleased to assist in the handling of boxes and packages. Due to limited storage on property; we are unable to accept shipments earlier than two (2) days prior to your event. Please co-ordinate the pick up of items immediately following your event as the Hotel is not responsible for damage or loss of any articles left on the premises during or following an event.

Please ensure that all items being delivered to the Hotel are properly labelled with the group name, hotel contact and function date. All shipments must be delivered to the Hotel receiving dock; deliveries will not be accepted at the front door of the Hotel. A drayage (service charge) of \$7.00 per piece will be levied on arrival. The Fairmont Empress is not responsible for exhibits, displays and products locked in a function room.

Exhibit material must have drayage pre-arranged with a Display or Show Professional Company. The Fairmont Empress does not accept, store or move exhibit material within the hotel or to the Victoria Conference Centre. Your Conference Services contact will be happy to supply you with contact information of our preferred suppliers.

The Fairmont Empress staff cannot assist in packing or sending out boxes from the hotel at the conclusion of your event due to legal disclosure laws. We work very closely with a shipping company who will be pleased to assist with any packages returning after your event.

### **SOCAN Charges**

The Society of Composers, Authors and Music Publishers of Canada has a licence fee for each event held where music is played, live or recorded. Fees are based on the capacity of the room in which you hold your function and if the guests will be dancing. Fees range from \$20.56 to \$174.79 please contact your Conference Services representative for confirmation of your event's charge.

### **Ice Carvings**

Allow Executive Chef Takashi Ito, Master Ice Carver, to design an ice carving to compliment your reception or dinner. Carvings begin at \$500.00, with minimum of 2 weeks notice.

### **Company Logos**

Our Pastry Department can creatively incorporate your company logo into your dinner's dessert or create a logo amenity for you as a room gift. We require a minimum of 2 weeks notice. \$3.00 per person (above dessert price)

### **Off-site Catering**

We are happy to offer off-site catering please contact your Catering Representative to discuss offsite catering menu options and sur-charges.

## Connectivity

Each meeting room is equipped with High Speed Internet Access, with a limited number of function rooms offering wireless HSIA. You may supply your own computer and an Ethernet card, or Sharp's Audio Visual would be happy to supply this service.

Our High Speed Internet rates are:

1 –3 Days	\$200.00, \$50.00 per extra day
½ Day	\$125.00 (usage times must correspond with when the room is booked)
Per Hour	\$50.00 plus a labour fee of \$30.00

We also offer Wireless Internet in selected function rooms. Our rates are:

1 – 3 Days	\$250.00, \$50.00 per extra day
½ Day	\$175.00 (usage times must correspond with when the room is booked)
Per Hour	\$75.00 plus a labour fee of \$30.00

ISDN lines can be installed with 14 days notice and labour charges assessed, priced per circuit dependent upon installation costs from TELUS.

Our preferred supplier for audiovisual equipment rental is Sharps Audio Visual, should you contract an outside supplier for your a/v needs a Patch Fee of \$150.00/day will be applied.

## Duration of Meal Periods

Function space is booked and our staff are scheduled to accommodate meal times only. Should additional time be required for set up or meal service, a charge of \$50 per hour, per staff member will apply.

As a guideline, the Hotel allows 2 hours for breakfast, 3 hours for lunch or reception, and 4 hours for dinner.

## Labour Rates

Charge for all functions under 20 guests, requiring servers	\$100.00 per event
Charge for revisions to contracted room set up after room is set	\$35.00 per hour
Charge for function set up if the space is required more than one hour before contracted time, (per staff member)	\$35.00 per hour
Charge for Dance Floor set up	\$1.00 per square foot
Charge for events on Canadian Statutory Holidays (per server, bartender and captain)	\$60.00 per hour

## Taxes & Service Charges

Additional taxes are applicable as follows:

Food, Labour, Miscellaneous Service Charges	5% GST
Alcohol	5% GST, 10% PST
Audio Visual, Flowers, etc.	5% GST, 7% PST

All food and beverage is subject to 15% service charge.

## Function Accessories and Services

Printed menus for meal functions with company logo (maximum 250)	\$2.00 per menu
Flipchart with markers	\$30.00 per day
Easel (first one complimentary with function room)	\$10.00 per day
Exhibit table (8' x 30"), draped	\$30.00 per table
House phones (in-house calls only)	complimentary
Direct dial telephone, charged per day (long distance charges apply)	\$50.00 per phone
Speaker phone (long distance charges apply)	\$85.00 per day
Power drop, 100 amp	\$250.00 per day
Baby Grand Piano (for piano moving, please inquire)	\$100.00 per day
Dance floor (4' x 4' squares, limited to 20' x 20' maximum)	\$1.00/square foot
High-speed wired internet access, 1 – 3 days (per hour \$50.00, plus labour fee of \$30.00)	\$200.00
High-speed wireless internet access, 1 – 3 days (per hour \$75.00, plus labour fee of \$30.00) (limited wireless availability in function space, please inquire)	\$250.00
Additional internet lines	\$50.00 per day
Security Personnel, must be scheduled 2 weeks in advance (based on availability, please inquire)	\$35.00 per hour
Specialty linen, wide range of colours available for napkins and table cloths, prices vary (please inquire)	
Patch fee, if you are not using our in house provider for audiovisual	\$150.00 per day