



## **Wexford House and Social**

### **Policies and Procedures**

Supersedes all previous editions.

**Approvals:**

House and Social Committee August 13, 2008

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# **Wexford House and Social Policies and Procedures**

## **1. Food and Beverage**

### **1.1 Reservations**

Reservations for meal periods and social functions at Wexford Plantation (“Wexford”) are encouraged at all times. Reservations are required to guarantee specific dining arrangements. When Wexford property owners (“Owners”) make reservations, the goal of the staff to provide Owners with the finest quality dining experience at the highest level of excellence while operating as effectively and efficiently as possible, is easier to achieve.

When making reservations, please state the time you wish to be seated, rather than the time you plan to arrive at Wexford for cocktails. This will allow the staff to better coordinate the reservations and serve you more graciously.

Owners may reserve a table with a maximum of eight (8) people for dining during normal hours of operation. Parties of greater than eight will be considered, but will be required to select a pre-set limited menu, and must be booked forty eight (48) hours in advance subject to space availability. Exceptions to this policy may be made by the Food and Beverage Manager up to three (3) days in advance of the desired date.

In order to prudently purchase food and beverage supplies and decorations for Wexford functions and holiday social events, it is requested that reservations be made as soon as possible after an event is publicized. Cancellations are required at least seventy two (72) hours prior to the scheduled event, or in accordance with the posted policy for the event, whichever is greater. Owners who make late cancellations and/or are “no-shows” will be charged for the event.

If not enough reservations are made for a planned event, the event may be cancelled and Owners with reservations will be notified.

Whenever several events are scheduled for the same day, such as tennis, golf tournaments, cookouts, etc., separate reservations are required.

#### **1.1.1 Lunch**

Lunch is a casual, “walk-in” dining offering; however, reservations for groups larger than five (5) people are strongly encouraged, due to the limited number of large tables.

#### **1.1.2 Dinner**

Dinner reservations are required at all times (with the exception of Pub Night).

#### **1.1.3 Pub Night**

Pub Night is a casual, “walk-in” dining offering; however, reservations for groups larger than five (5) people are strongly encouraged, due to the limited number of tables.

#### **1.1.4 Brunch**

Brunch reservations are required at all times.

### **1.2 Food and Beverage Minimum**

There is a Food and Beverage Minimum of \$900 per year for all properties. This minimum is divided into semi-annual amounts of \$450 each. All food and beverage purchases that are charged to an Owner’s charge account during each half-year period will be credited towards the semi-annual

minimum for that account. If, at the end of the semi-annual period there is a Food and Beverage Minimum balance remaining on the Owner's charge account, the differential between \$450 and the amount actually charged to the Owner's charge account during that half-year will be charged to the Owner's charge account as an "unspent minimum". The semi-annual periods end on June 30th and December 31st.

### **1.3 Food and Beverage Service Charges**

#### **1.3.1 A la Carte Dining**

Unless otherwise stated an eighteen percent (18%) service charge, plus all local and state taxes and fees, will be added to all a la carte food and beverage dining checks. Owners have the opportunity, at their discretion, to increase or decrease the gratuity percentage based upon their satisfaction with services provided.

#### **1.3.2 Wexford Functions and Banquets**

All Wexford functions (events with a set price), catered events (hosted, sponsored, delivered, etc.) and banquet events (weddings and private parties) are subject to an automatic service charge of twenty percent (20%) plus all local and state taxes and fees.

### **1.4 Forms of Payment**

Acceptable forms of payment include Visa, MasterCard, American Express, or an Owner charge account. Cash is accepted only at the Harbour Center. Credit cards are not accepted for payment on Owner's charge accounts.

## **2. Private Functions**

Owners may host and/or sponsor private functions. Political meetings or fundraising events are not permitted unless approved in advance by the Board of Directors or Wexford Management. Wexford shall not expend funds for advertising or soliciting Wexford as a venue for outside events. For the purposes of planning private functions at Wexford, the following definitions apply:

#### **2.1 Hosted Function:**

A private function scheduled and hosted by an Owner for the personal enjoyment of the hosting Owner and his/her invited guests.

#### **2.2 Sponsored Function:**

A private function scheduled and hosted by a sponsored guest of an Owner ("Sponsored Guest") for the enjoyment of the Sponsored Guest and his/her invited guests. Owner sponsors are not required to attend a sponsored function. By virtue of their sponsorship of an event, the sponsoring Owner accepts full responsibility, financial and otherwise, for the sponsored function.

#### **2.3 Limitations**

##### **2.3.1 Closure of Clubhouse.**

Any function that requires closure of the Wexford's clubhouse ("Clubhouse") to the membership on an evening that would normally be open for service requires advance approval from the Board of Directors.

##### **2.3.2 Sponsored Functions.**

Sponsored functions are the responsibility of the sponsoring Owner. Payment in full for all events is due upon the conclusion of the event.

### 2.3.3 Private Functions.

Private functions may not close the Clubhouse to the membership on holiday weekends or the week of the Heritage professional golf tournament, unless prior approval is received from the Board of Directors.

## 2.4 Event Scheduling

Private functions that require closure of the Clubhouse to the membership will be subject to the following scheduling guidelines:

Wexford Owners are afforded the opportunity to plan their private events in advance and reserve the most preferable function dates. Depending upon the definition of the private function, advance reservations dates may be booked according to the following guidelines:

### 2.4.1 Hosted Function:

Dates may be reserved as many as twenty four (24) months in advance, subject to availability, according to Wexford's policies as set forth in Wexford Plantation Event Planning Guide.

### 2.4.2 Sponsored Function:

Dates may be reserved no more than twelve (12) months in advance, subject to availability, according to Wexford's policies as set forth in Wexford Plantation Event Planning Guide.

All event dates will be considered "tentative", and the function date held for two (2) weeks, pending the receipt of the appropriate facility fees(s) as outlined in Section 2.5.

The Food and Beverage Department maintains an updated Event Planning Guide in the Food and Beverage Office. Event hosts are advised to wait until they receive official confirmation of the approval of their function date before they print invitations or publicize their event to their guests.

## 2.5 Facility Fees and Deposits

### 2.5.1 Deposit to Reserve Function Date (All Functions)

A non-refundable \$1,000 deposit is required to secure a reserved date for **all functions** that utilize the entire Clubhouse. This deposit, which will be credited toward the final cost of the function, will be charged to the hosting Owner's charge account as soon as the event date has been confirmed with the Food and Beverage Manager and blocked on the master event calendar. *Personal checks or credit cards are acceptable for payment of this deposit for Sponsored Functions.*

### 2.5.2 Facility Rental Fee (Sponsored Functions)

A non-refundable \$1,500 Facility Rental Fee is required for all **sponsored functions**, payable to Wexford within two (2) weeks of the date a hold is placed on the master event calendar. The Facility Rental Fee must be received within two (2) weeks or the calendar date will be released. *Personal checks or credit cards are acceptable for payment of this fee.*

### 2.5.3 Facility Usage Fee (Hosted Functions)

A \$1,000 Facility Usage Fee will be charged for any hosted function that is scheduled on a night during which the Clubhouse is normally closed (currently Monday, Tuesday, Wednesday and Saturday). This fee will be added to the final bill for the event.

### 2.5.4 Security Deposit

A refundable \$2,000 Security Deposit will be collected for any potential damage to Wexford property. This deposit will be refunded 72 hours after the conclusion of the event if there is no damage. .

## 2.6 Private Function Payment Policy

In order to prudently purchase food and beverage supplies, and to protect Wexford's financial interests during the planning and execution of all private functions, the following payment policies apply to **Hosted** and **Sponsored** functions:

### **2.6.1 Hosted Function:**

For private functions scheduled and hosted by an Owner, and that are estimated to have a final total bill for food and beverage service in excess of \$1,000, a non-refundable advance payment in the amount of twenty five percent (25%) of the estimated final bill (as calculated by the Food and Beverage Manager) will be charged to the hosting Owner's charge account as a first "installment payment" sixty (60) days in advance of the scheduled function. A second non-refundable advance payment of twenty five percent (25%) of the estimated total bill for the event (as calculated by the Food and Beverage Manager) will be charged to the hosting Owner's charge account as a second "Installment Payment" thirty (30) days in advance of the scheduled function.

A final guest count must be provided to the Food and Beverage Manager seven (7) business days prior to the event date. The final billing will be based on this guest count and will not decrease if fewer guests than anticipated actually attend. Additional guests in attendance over the original final count will be billed at the prevailing guest rates.

The final balance due for a hosted function will be either charged to the Owner's charge account or payable by personal check or credit card, upon the conclusion of the function. In the event that the function is cancelled within thirty (30) days of the scheduled event date, all deposits and advance payments collected prior to the cancellation will be non-refundable.

### **2.6.2 Sponsored Function:**

For private functions scheduled and hosted by a Sponsored Guest of an Owner, a non-refundable advance payment in the amount of twenty five percent (25%) of the estimated final total bill for the event (as calculated by Food and Beverage Manager) will be due and payable to Wexford ninety (90) days in advance of the scheduled function. In the event that the 25% advance deposit has not been received by Wexford within seventy five (75) days of the scheduled function, the function will be considered cancelled and the date will be released. Two additional advance payments of twenty five percent (25%) of the estimated total bill for the event (as calculated by Food and Beverage Manager) shall be due and payable to Wexford sixty (60) days in advance and thirty (30) days in advance of the scheduled function. Personal checks and/or credit cards are acceptable for payment of these fees.

A final guest count must be provided to the Food and Beverage Manager seven (7) business days prior to the event date. The final billing will be based on this guest count and will not decrease if fewer guests than anticipated actually attend. Additional guests in attendance over the original final count will be billed at the prevailing guest rates.

The final balance due for a sponsored function will be determined at the conclusion of the event, and final payment will be required at that time by personal check and/or credit card.

In the event that the function is cancelled within thirty (30) days of the scheduled event date, all deposits and advance payments collected prior to the cancellation will be non-refundable.

## **2.7 Banquet Policies and Fees**

- There is a Five Thousand Dollar (\$5,000) food and beverage spending minimum, exclusive of taxes, fees and gratuities required for all hosted and sponsored functions in the Wexford Clubhouse that are scheduled on a night during which the Clubhouse is normally closed (currently Monday, Tuesday, Wednesday and Saturday).
- Wexford requests final guest count guarantees within seven (7) business days prior to a function. It is our policy to plan and prepare for five percent (5%) over the final guest count guarantee, in order to accommodate unanticipated guests. Final charges will be based on the guarantee or the actual guest count, whichever is greater.
- All banquet invoices must be signed by the person in charge or a designated representative at the completion of each function. Any discrepancies in counts or charges should be identified and resolved at that time.
- All banquet functions are subject to a service charge of twenty percent (20%), plus applicable sales, liquor and hospitality taxes.

- Payment in full is required upon the conclusion of the function.
- If a change from the original room set-up is requested on the day of the event, an additional labor charge and any necessary additional charges may be added.
- Final menu selection must be submitted for confirmation three (3) weeks prior to the function to insure the availability of the desired menu items.
- No food, alcoholic or non-alcoholic beverages will be permitted to be brought into or removed from the Clubhouse without prior approval from Wexford.
- Function guests will be admitted to and expected to depart from the facilities at the times stated on the banquet contract. Additional labor charges will be added to the final bill if the function runs over the contracted ending time.
- The hosting Owner or Sponsored Guest is responsible for the arrangement and all expenses of shipping materials, merchandise, or any other items to and from Wexford. Wexford must receive written notice in advance of shipping arrangements to ensure proper acceptance of these items upon arrival to the club.
- Wexford is not responsible for the damage or loss of any items left in the Clubhouse prior to or following any function. The hosting Owner or Sponsored Guest must receive approval before storing items at the Clubhouse and all items must be removed from the Clubhouse before 9:00 a.m. the day following the function.
- If the initial contracted number of guests falls below minimum room requirements or weather conditions dictate, Wexford reserves the right, at management's discretion, to move functions to other banquet areas. Wexford management will make every attempt to contact the Owner or Sponsored Guest.
- The hosting Owner or Sponsored Guest is responsible and shall reimburse Wexford for any damage, loss or liability incurred to Wexford by any of the guests of the Owner or Sponsored Guests or organizations contracted by the Owner or Sponsored Guest to provide any services or goods before, during and after the function.
- Any items to be displayed in the Clubhouse or any directional signs must be approved by Wexford.
- All prices are subject to change, with notification when possible.
- Wexford shall not be liable for non-performance of this contract when such non-performance is attributable to labor troubles, disputes or strikes, accidents, government regulations of or restriction upon travel or transportation, non-availability of food, beverage, or supplies, riots, national emergencies, acts of God or other causes whether enumerated herein or not, which are beyond the reasonable control of Wexford, preventing or interfering with Wexford's performance of its obligations under the contract.
- Payment in full is expected at the conclusion of the event, but if any amount remains unpaid, all balances remaining unpaid for more than thirty (30) days after the due date shall be subject to a service charge of one and one half percent (1.5%) per month (18% annually) or the maximum interest rate allowed by state law, whichever is greater. Should this amount be referred to collections, the hosting Owner or Sponsored Guest agrees to pay all attorney fees, court costs, and collection and litigation expenses.
- Wexford management reserves the right to discontinue service to patrons who, at Wexford's staff's discretion, should not be served alcoholic beverages. The hosting Owner or Sponsored Guest is responsible to inform Wexford of guests under the legal drinking age that will be attending the function where alcoholic beverages will be served. Proper state or federal identification must be available to staff members for verification of

drinking eligibility. All persons must be twenty one (21) or older to consume alcoholic beverages.

- Due to safety regulations, there will be NO rice, confetti, sparklers, birdseed, glitter, etc., permitted on the premises, either in the Clubhouse or on the grounds. Failure to adhere to this policy will result in a minimum additional clean-up charge of Five Hundred Dollars (\$500).
- Smoking is not permitted inside the Clubhouse.
- Private functions requiring a tent will be subject to the following requirements:
  - Tents may not be installed earlier than forty eight (48) hours prior to the event.
  - If a tent floor is required on the lawn, either carpet or hard surface, it must be placed no earlier than twenty four (24) hours prior to the event, and must be removed no later than twenty four (24) hours following the event. *At no time can a tent floor be left in place longer than forty eight (48) hours.*
  - All tent set-ups are subject to state and local permitting and inspection requirements.

## **2.8 Additional Services and Schedule of Fees**

Upon request, the Food and Beverage Manager will provide a schedule of fees for all room rental and set-up charges, equipment rental charges, and additional service fees and charges.

## **2.9 Food and Beverage Menus and Pricing**

Every event planned at Wexford is customized to the desires and specifications of the hosting Owner or Sponsored Guest. Preliminary menu proposals will be provided after an initial consultation has taken place between the event host or sponsor and the Food and Beverage Manager. Creative menu suggestions and bar options are plentiful and will be discussed fully during the event planning process.

A final Banquet Event Order will be produced and approved for every function in advance to ensure that Wexford and the hosting Owner or Sponsored Guest are in agreement with the pricing, menu, and final planning details of each function.

## **2.10 Gate Passes**

For all private events, hosts or sponsors must provide a typed, alphabetized list of invited guests to the Food and Beverage Manager at least three (3) days in advance of the function. The Manager will then provide this list to the Security Department so that access through the Security Gate can be coordinated.

# **3. Clubhouse**

## **3.1 No Smoking**

The Clubhouse has been designated as a non-smoking facility. Owners and guests wishing to smoke will be accommodated in outdoor areas of the facility. Cooperation in adhering to this policy is greatly appreciated.

## **3.2 Cellular Telephone Policy**

The use of cellular phones is discouraged throughout the Clubhouse. House phones are available for use in the Clubhouse foyer area.

### **3.3 Attire**

The Wexford Clubhouse is decorated and maintained to be a “casually elegant” home-away-from-home for Owners and their guests. The objective is to create a comfortable environment where people can relax while being respectful of the tastes and styles of others.

Toward that end, appropriate casual attire – some call it “country club casual” – may be worn in the Clubhouse anytime the facility is open to the Owners and at special events where such attire is acceptable. More formal dress codes for Wexford functions and other themed events that differ from the norm will be articulated in announcement for specific events.

Soft spiked golf shoes are permitted throughout the Clubhouse. Wexford does not permit the use of metal or ceramic spikes in any buildings, on the golf course or on the practice facility.

Owners are responsible for acquainting their children and guests with the policies and procedures of Wexford.

Swim attire is not permitted in the Clubhouse or on the Veranda.

### **3.4 Guest Policy**

Guests are welcome to enjoy all the facilities of Wexford. Owners are responsible at all times for the conduct of their guests and shall remain responsible for all damages caused or charges not paid by their guests.

Owners may or may not accompany their guests to the dining room. Guests may pay by credit card or charge to the hosting Owner’s charge account if prior arrangements for charging privileges have been made by the host Owner.