



Welcome

South Eastern Ontario's Leading Conference Destination

The newly renovated Ambassador offers an excellent selection of meeting and dining facilities plus culinary options.

Our conference and catering professionals are eager to help you co-ordinate every detail of your event whether a meeting, exhibition, or conference.

The final key to ensuring that your function is a success is our friendly, competent and dedicated staff.

Conference Planner Guide

TOP 10 MOST HELPFUL HINTS FOR PLANNING A SUCCESSFUL EVENT

YOUR EXPECTATIONS: When completing the RFP - tell us about your group, what role the attendees play in your organization, what their expectations are, their demographic profile and the purpose of the event. Let us help you anticipate their needs.

YOUR HISTORY: Tell us about the event history. Have you held this event before, if yes, where did you hold it? What went well and what didn't? What was your group room pick up, and what hotel room rates did you pay? The more accurate your room block is, the less contractual risk you assume.

SPECIAL NEEDS: Do any of your delegates have dietary restrictions. Does luggage assistance and ADA special requirements need to be arranged?

VIP'S: Who is coming to the event? Your boss, a President, Board Members, Political Dignitaries or World Renowned Guest Speakers? The Ambassador wants to know so we can assist in arranging VIP gifts and potential complimentary upgrades.

ROOM LISTING: Please be mindful of cut off dates noted in the contract. The hotel cannot guarantee availability of rooms after this date. Any changes made to the rooming lists, should be tracked separately so that you can easily convey them to the hotel contact.

TRAVEL: Think about how your attendees will be arriving at the hotel. Is there a mandatory session that might determine their time of arrival? Are delegates traveling by bus or vehicle? Will you need to transport delegates from the train station or the airport?

GUARANTEED FOOD AND BEVERAGE NUMBERS: Keep in mind you are required to provide guaranteed numbers to the hotel 72 business hours prior to your event. This is the minimum number of people expected. Billing will be charged accordingly. Of course, this can increase after the guarantee date, but cannot be lowered due to food ordering and staff scheduling.

MEETING ROOM REQUIREMENTS: Please decide on how you want the room to look and feel. We can help you decide on the best configuration of tables and chairs for your group. Additional items to consider are: Reserved Seating, Display Tables for Materials. Registration Tables, a Head Table, Risers or Staging, and Podiums. How many meeting rooms do you require? A main plenary and break out space?

TECH TALK AND BASIC AV: Think about what technology is going to be necessary to guarantee the success of your program. Are you using PowerPoint and require a data projector? Will you need flipcharts or the Internet (wired or wireless)? Will you need special lighting or sound? Will you require office space?

ASK FOR OUR HELP: We have been orchestrating Conferences and Events for over 35 years. We expect to help you every step of the way.

GENERAL

GROUP RESERVATION CONTRACTS

METHOD OF RESERVATIONS: *By Rooming List*

We require that you confirm the full names of the delegates, their arrival and departure dates, and any special requirements. The initial rooming list must be submitted one month prior to your event unless otherwise negotiated and the final rooming list must be submitted seventy-two business hours prior to your event.

By Individual Guests

All individual reservations must be received four weeks prior to your event unless otherwise negotiated. After this date, any remaining rooms will be released for general sale, and will be taken on a space availability basis.

If individuals with guaranteed reservations fail to arrive on the confirmed date or to cancel their reservation without 24 hours notice, the master account will be charged at the event room rate plus taxes/fees for one night. This cancellation policy also applies to early departures.

CHECK-IN & CHECK-OUT TIMES

Our check-in time is after 4:00pm; check-out is prior to 12 noon. Guests arriving before 4:00pm will be accommodated as soon as rooms become available. Our Guest Services Department can arrange luggage storage for those arriving early when rooms are not available and for guests attending functions on their day of departure.

LUGGAGE HANDLING

Organized luggage drop and/or pickup can be arranged with your Conference Planner. A fee of \$2.50 per bag delivered or picked up will apply.

GIFT DROPS

Organized gift drops can be arranged with your Conference Planner. A fee of \$2.50 per gift will apply.

SHIPPING & RECEIVING

All materials can be shipped to: Ambassador Conference Resort, Attention: (Your Conference Planner Contact), 1550 Princess Street, Kingston, ON K7M 9E3 613-548-3605

Please label the outside of all boxes with the following information:

- Your organizations's Name
- Conference Planner Name
- Date of Event
- Please number all boxes

ELECTRICAL POWER

Standard 15A 120-volt power is available in all of our function rooms. Additional power requirements for tradeshowes can be provided at an additional, one time cost of \$55.00 per booth, plus applicable taxes.



CONFERENCE DETAILS AND PLANNING

Prior to your function a representative from our Catering Team will be contacting you in order to confirm all of the pertinent details to your upcoming event. These details will include specific food and beverage arrangements, agenda details, function room set-ups, audio-visual equipment requirements and any additional billing instructions.

- All food and beverage items for public function rooms must be purchased through the Hotel. Food prices will be guaranteed sixty (60) days prior to your group's arrival. Our Catering Department will issue a separate contract for these items.
- A guaranteed number of guests attending must be received a least 3 business days prior to the function. If this guaranteed number is not received the billing will be made out for the number of persons for which the function was originally booked or if higher, the number of attendees.
- The Hotel will provide 5% additional seating except in the event of full capacity of the function room.
- The Hotel will take all necessary care, however we cannot assume responsibility of the loss of damage to property left in the Hotel prior, during or after an event.
- The Hotel will not permit the affixing of anything on the walls, floors or ceiling of the rooms with nails, staples, tape or any other substance unless approval is given. In the event this is done and any damage is suffered, the client responsible for the booking will be billed for the cost of the repair or replacement.
- For events with music (live or recorded) a SOCAN (Society of Composers, Authors, and Music Publishers of Canada) fee will apply. Kindly contact our sales office for further information.
- Linen and décor: We would be happy to provide assistance and recommendations in arranging specialty line, chair covers, decorations, flowers or entertainment

MEETING ROOM RENTAL

Rental charges apply and are negotiable. Rental fee discounts will be based only on guest rooms guaranteed over the Conference dates. Discounts are not available for guest rooms used outside of the contracted guest room block.

Function room rentals are quoted in Canadian funds and are subject to applicable taxes. The Hotel reserves the right to allocate alternative rooms suitable for your functions. Our Conference Planner will assign final function space and confirm with you directly, prior to your event.

BILLING

- Taxes and Fees - A gratuity charge of 15% will be applied to all food and beverage items. HST will be applied to all food & beverages items, room rental fees, gratuity & guest room charges.
- Direct billing is subject to receipt of deposit and credit card guarantee. Upon receipt of deposit and credit card guarantee, a master account will be established for your organization. Designated charges that you approve will be billed to this account. A credit application or credit card guarantee must be approved by the Hotel prior to any form of extended credit.
- Our terms are immediate payment upon receipt of invoice. In the event such payment is not made within 30 days after receipt of the original invoice, it is agreed that the Hotel may immediately impose a LATE PAYMENT CHARGE at the rate of 1.5% per month (ANNUAL RATE 18%) or the maximum allowed by law, on the unpaid balance, and reasonable cost of collection, including attorney's fees.