

# FAQs

- **What types of services does the Banquet department provide?**

With 30,000 square feet of flexible event space, the resort casino provides food and beverage, audio/visual equipment rental and services, set up of tables, chairs, linens, silverware, china and glassware as well as a professional team to assist in planning and servicing your event.

- **Can we cater our own event or have a "pot luck" event?**

Due to liability concerns and circumstances beyond our control, we do not allow any outside food and beverage to be brought into our event spaces.

- **What menu options do you offer?**

We offer a variety of menu options that have been created and carefully selected by our culinary team. We would be pleased to create a special menu to fit your event if your vision is not on our current selection. Your Tulalip Resort Catering Representative will be most willing to discuss an alternate menu selection specially tailored to suit your event.

- **When are the menu selections and final guest count due?**

All menu selections shall be due to resort casino at least thirty (30) days prior to event date and considered definite. Any changes to the menu selection must be made no more than fifteen (15) days prior to event date. Final guest counts are due at least five (5) business days prior to the event date.

- **Is there a room rental fee?**

A food and beverage minimum, exclusive of service charge (20%) and tax (8.5%) is required to waive the room rental for event spaces. Any shortfall in reaching the minimum is billed as room rental. All revenues generated from bar sales can be credited toward the F&B minimum. The F&B minimum will depend on the event space you choose. We will need to determine the size of your event to determine the appropriate space. In some cases, a room rental fee will be charged with no food or beverage commitment.

- **Does the Tulalip Resort Casino offer audio/visual services?**

Tulalip Resort Casino offers an array of audio/visual equipment rental and services. All sound, lighting and audio/visual equipment provided by the hotel must be operated by a resort casino representative or the resort casino on-property audio/visual supplier. The resort casino must be notified in advance of any outside company or producer coming on property, and reserves the right to advance approve, restrict or deny. If approved, fees will be charged accordingly.

- **Do you have complimentary parking? Valet parking?**  
We offer complimentary parking for all guests including valet parking.

- **Can I store or ship items ahead of time to your facility?**

Advance notice must be provided to your Tulalip Resort Catering Representative if materials are being sent, including the quantity, size, arrival date and the shipper at least five (5) working days prior to delivery. We require that all shipments arrive no more than three (3) business days prior to your meeting/event date.

- **Does the Banquet Department require a deposit prior to a scheduled event?**

For all general events, a deposit of 30% of the estimated cost shall be paid to the Tulalip Resort Casino at the time of signing the contract. A deposit schedule will be outlined in the contract. The resort casino requires that 100% of the remaining estimated charges be paid no later than five (5) business days prior to the event date in cash or credit card and no later than ten (10) business days prior to the event date if paid with a check. Any remaining balance is due in full at the conclusion of the event.

- **What forms of payment do you accept?**

We accept cash, check and credit card. Request for direct bill arrangement for the remaining balance is subject to prior approval by our Credit Manager.

- **Are taxes and service charge included in the prices?**

A service charge (20%) and current local sales tax (8.5%) apply to all food, beverage, audio visual and certain miscellaneous charges. The service charge is subject to sales tax. The current local sales tax (8.5%) also applies to all service fees and room rental.

- **What is your cancellation policy?**

The catering cancellation policy is designated to cover the cost of handling the arrangements and liquidated damages up to the point of cancellation. Upon signing the contract, the client agrees to pay the cancellation fees as outlined on the agreement. All cancellations must be submitted in writing to your Tulalip Resort Catering Representative.

- **Do I need an appointment to tour or view the rooms?**

Yes. We highly recommend appointments for guests to view the rooms to avoid any conflict to ensure availability. Please contact the Catering and Conference Services department to request a tour.

