

Marriott Lancaster at Penn Square

25 S Queen St | Lancaster | PA 17603

717-239-1600 | www.lancastermarriott.com

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by Marriott

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Prices are per person. A customary 21% taxable service charge and sales tax will be added to prices

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General Information

Welcome to the Marriott! We look forward to serving you and your associates. Our staff will assist you in every way possible to prepare for a successful meeting or special occasion.

The following will help us to ensure success.

Rental charges may apply to all rooms used for meetings, exhibits and ceremonies booked through the Hotel.

Final Attendance Guarantees

Confirmation for the number of guests to be served must be received no later than 72 hours prior to the scheduled function, otherwise the Hotel will consider your originally expected number of people to be the guarantee for all charges. All Hotel charges will be based upon the guaranteed number or the actual number served, whichever is greater.

The guarantee number can be increased within 72 hours; however the number cannot decrease

Service Fees & Taxes

A 21% service charge and applicable sales tax will be added to all food and beverage, audio visual and room rental ordered through the Catering Department.

The Marriott reserves the right to inspect and control all parties, meetings, receptions, etc. being held on the premises.

All Federal, State and Local Laws with regard to food and beverage purchases and consumption are strictly adhered to. All food and beverage must be purchased through the Hotel. Food and beverage items cannot be taken off property.

Quality Service & Product

the room herein reserved cannot be made available to the guest, the Hotel reserves the right to substitute a similar or comparable room for the function. Such substitution shall be deemed as full performance by the client/guest.

The Hotel is not responsible for any loss of material, equipment or personal belongings left in unattended and/or unsecured rooms or areas. The Hotel accepts no responsibility for goods shipped to the Hotel prior to scheduled functions or left after a function is completed.

All prices are subject to change pending circumstances with notice.

Deposit & Payment Arrangements

All functions require an advance deposit. No reservation is firm until the deposit is received. Events Cancelled prior to event date are subject to cancellation fees as per contract. All functions are to be paid with cash credit card or official check 3 business days prior to the function. Payments must be received 7 business days prior to function. Direct billing can be arranged, but must be approved prior to the function date.

Choice Entrée's

An addition charge of \$4 per person, per entrée will be charged. Maximum group size of 250. Meal choice stickers required on badge or place card. Sticker specifications to be provided by Catering manager.

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Loss & Damage

The Hotel will not permit the affixing of anything to the walls, floors or ceiling with nails, staples, carpet tape or other substance. Please consult the Catering Department for assistance in displaying of all materials.

Special engineering requirements must be specified to our Catering Department at least three weeks prior to the function.

Charges will be based on labor involved and power requested. A wide selection of audio-visual equipment and services are available through an in-house supplier on a rental basis. Orders may be placed through the Catering Department.

Advance Shipping Guide

The Lancaster Marriott will not accept packages more than (three) 3 days prior to the start of the function. If boxes, etc. should arrive prior to our 5 (FIVE) day allocation, a charge of the following will be added to your account balance: letter package – no charge; small boxes - \$5.00; large boxes/trunks - \$25.00 each per day; Pallets (not to exceed 1,500 pounds) - \$75.00 each per day. Pallets larger than 1,500 pounds will not be accepted by the hotel will be received c.o.d.

The Meeting Planner will receive their first ten (10) boxes at no charge; there after the above fees will apply.

The customer is responsible for the arrangements and all expenses of shipping materials, merchandise, exhibits, or any other items to and from the Hotel. The Hotel is not responsible for damage or loss of any items left in the Hotel prior to or following any function. The Hotel accepts no responsibility for goods shipped to the Hotel prior to scheduled functions or left after a function is completed.

The Hotel will accept packages two working days prior to the function, between 8 a.m. and 3:00 p.m. daily. Parcels will be accepted on pallets or skids, but the shipper will be responsible for the loading and unloading of packages into the Hotel.

The Hotel may request the customer obtain and pay for bonded security personnel when valuable merchandise or exhibits are displayed or held overnight in the Hotel.

Hotel Packages must be marked appropriately with:

Name of Group and Name of On- Site contact

On property phone number

Hotel Event Service Contact

Date of Function

Lancaster Marriott

25 South Queen ST

Lancaster PA 17602

Packages Should be Marked "Hold for Arrival"

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Ballrooms & Pre Function Space Regulations

To avoid damaging the carpet, placement of crates directly on the carpet without a protective padding (construction grade visqueen) is not allowed.

Forklifts and electric pallet jacks are not allowed in the ballrooms.

Do not lean crates or equipment against the walls.

Decorations, signs, banners and/or similar materials may not be taped, nailed, tacked, stapled or otherwise fastened to ceilings, doors, walls, glass, columns, painted surfaces, fabric or decorative walls. Damage resulting from the improper and/or unauthorized installation of materials is charged to client.

Hanging of signs, banners or demonstration items must be suspended from the ceiling and approved by Marriott personnel.

Smoke and/or water based fog machines are not permitted in the ballrooms.

use of open flame candles is strictly prohibited. All candles must be in enclosed tempered glass container.

Use of Confetti and/or glitter is strictly prohibited

Clean up of excessive trash not easily removed by a standard push broom or vacuum will be charged to client at a rate of \$25 per hour per staff member.

Labor Charges

Labor Charges for any services requiring extended hours of service due to presentations, ceremonies, concerts, etc., **\$25** per wait staff per hour for any hour over (4) hours; includes (1) hours set up, (2) hours service and (1) hour clean up