

## **WILF'S RESERVATION AND EVENTS POLICIES**

**Approving Authority:** Hospitality Services General Manager

**Administrative Responsibility:** Director, Policy Research & Advocacy

**Original Approval Date:** July 26, 2024

**Date of Most Recent Review/Revision:**

**Related Policies, Procedures, and Documents:**

---

### **1. General Reservations**

- 1.1. All general reservations are subject to availability and accepted on a first come, first serve basis.
- 1.2. A name and phone number are required for reservations.
- 1.3. Reservations are not accepted during specialty programming event nights, including but not limited to:
  - 1.3.1. Trivia Nights.
- 1.4. Reservations may be booked as follows:
  - 1.4.1. For between 1 and 15 guests, reservations may be booked online through the Students' Union website.
  - 1.4.2. For groups between 15 and 50 guests, reservations may be booked by emailing [Wilfs@wlu.ca](mailto:Wilfs@wlu.ca) at least 48 hours in advance.
    - 1.4.2.1. An email message will be sent to confirm the reservation.
    - 1.4.2.2. An automatic 18% gratuity will be applied to all food and beverage purchases.

### **2. Pre-Ordering**

- 2.1. Pre-orders are accepted for groups of twenty (20) or more guests.
- 2.2. Meals must be pre-ordered a minimum of 48 hours in advance of the reservation.
- 2.3. A credit card number must be provided for all pre-orders but will only be charged if a member of the group does not attend and the meal has already been prepared.
- 2.4. Pre-ordered meals can be paid for by individual guests or by the organizer on the day of the reservation.

### **3. Group Menus**

- 3.1. Groups larger than 25 guests may order from the standard Wilf's menu or from Hospitality Services' catering menu.
  - 3.1.1. The catering menu options are served buffet style and are subject to limitations.

### **4. Hosting Events at Wilf's**

- 4.1. Events hosted at Wilf's must be booked by emailing [Wilfs@wlu.ca](mailto:Wilfs@wlu.ca) a minimum of ten (10)

business days in advance.

- 4.2. Event bookings are based on availability and subject to exclusions based on scheduled programming.
- 4.3. Events may take place between 8:00pm and 11:00pm.
- 4.4. The maximum capacity for events at Wilf's is fifty (50) guests.
- 4.5. For full capacity events, Wilf's will provide:
  - 4.5.1. A stage area.
  - 4.5.2. A seated area for approximately thirty-five (35) guests in front of the stage.
  - 4.5.3. Standing room space for remaining room capacity.
- 4.6. There is a \$750 charge to host an event at Wilf's.
  - 4.6.1. This charge may be used towards the purchase of food and beverage for attendees.
  - 4.6.2. A credit card number is required to reserve the event booking.
- 4.7. An 18% gratuity will be automatically applied to the final event bill.
- 4.8. The organizer is not permitted to impose a cover charge and Wilf's will remain open for regular service.
- 4.9. Donations may not be solicited from other patrons.
- 4.10. Events hosted at Wilf's include, but are not limited to:
  - 4.10.1. Trivia nights.
  - 4.10.2. Open Mic nights.
  - 4.10.3. Talent Shows.
  - 4.10.4. Cabarets.
  - 4.10.5. Karaoke.
  - 4.10.6. Paint n' Sips.
  - 4.10.7. Meet the Profs events.