

GROUP SALES

Policies & Procedures

Thank you for considering Tri-State Racetrack & Gaming Center (TSRGC) for your upcoming event. Tri-State is proud of its magnificent facility, excellent service, exquisite cuisine and staff of professionals who will do their utmost to please you and your guests in every possible way. Please discuss all special arrangements with your Group Sales Coordinator prior to your function, including all decorations, electrical or audio-visual needs, music and other pertinent details.

As an entertainment destination, TSRGC maintains the following procedures and policies, which will assist you in planning a successful event:

GUARANTEE

An estimated count of your guests is necessary when your party is booked. The booking of a party may be arranged no less than (15) business days in advance of event date. A 50% deposit of estimated invoice in conjunction with a signed Reservation Agreement, which will include menu selection, is due (10) ten business days in advance of event date to guarantee that specific reservation.

In arranging for private functions, the attendance must be definitely specified (10) ten business days in advance of the event. This number will be considered a guarantee, not subject to reduction, and additions will be made accordingly. In the case a guarantee is not received within the specified ten-day period, the estimated count provided upon booking or the number of guests received, whichever is greater, will apply to the invoice. Our food preparations and staffing will be based on the guaranteed number. For meal functions, we will provide seating for an additional 5% beyond the guaranteed number.

PAYMENT

Be sure that all information provided by you clearly and accurately identifies the person responsible for payment. That person must sign the Reservation Agreement. A 50% deposit of estimated invoice and a signed Reservation Agreement are due (10) ten business days prior to event date, unless direct billing is approved. In this case, the Reservation Agreement only must be signed and submitted. Social functions are not direct-bill eligible. Direct billing is subject to approval. Applications must be received at least (20) twenty business days in advance of your event. Any additional charges require payment on the day of function; this includes host bar consumption charges.

Deposit and final balance of an event fee may be paid by money order, check or credit card. We accept VISA, MasterCard, AMEX, Discover and Diners cards.

Any event with pending consumption charges will require an approved credit card to guarantee those charges.

TAX EXEMPT GROUPS

Taxes will be applied to all applicable products and services unless the hosting organization provides acceptable proof of their tax exemption prior to the event. Groups requesting a tax exemption must submit a letter of request on their organization's letterhead, along with their tax-exempt number, at least (10) ten business days prior to event. If approval is not granted, the organization will be charged for all taxes due.

SERVICE POLICIES

All food and beverages must be purchased through Tri-State Racetrack Concession, Inc. as directed by federal, state and local laws regarding the purchase and consumption of food and beverages. Exceptions may be made for special occasion cakes for which there may be a service charge for cutting and serving the cake.

Special occasion cakes may not be delivered to the facility until the day of the function. The company/contact person of the event ordering the specialty cake is solely responsible for the receiving and payment of the cake and/or equipment. Other provisions may be arranged in advance.

A linen charge of \$2.50 per person will be applicable for any function.

All prices are subject to change. However, Tri-State Concessions, Inc. will hold firm all prices quoted with a signed Reservation Agreement and event deposit. Please be sure you have a current menu.

For your convenience, a standard 18% gratuity will be added to the final invoice total. Please consult your Group Sales Coordinator prior to the event to adjust this allowance.

MENU SELECTION

Group menu selections must be received (10) ten business days prior to the event.

At various times of the year, certain menu items may be limited or unavailable. We want to be able to advise you and adapt the menu as necessary. Our chefs take great pride in developing specific ideas to express your tastes and style with a personally tailored menu. Your Group Sales Coordinator will be pleased to coordinate a meeting with our executive chef to discuss menu options and themes with you.

For groups dining in our restaurants, we are unable to offer our regular restaurant menus to groups of (15) fifteen or more. We have created a special Group menu for your selection. Choosing from this menu will help us to facilitate service as a group. Please inquire with your Group Sales Coordinator regarding the Group menu. We recommend pre-selection when dining from this menu.

Cancellation of an event requires receipt of a one-week written notice. Deposits are none if the cancellation is received without the one-week notice. In the case of an unacceptable cancellation, TSRGC shall be entitled to retain the deposit.

In the event of inclement weather, the client has 12 hours prior to the function to reschedule the event, at a time and date convenient to both parties.

TSRGC assumes no responsibility for inclement weather or other factors beyond our control. Specifically these factors include power outages and such of this nature.

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Policies & Procedures Cont'd

DELIVERIES AND SETUP

Due to security issues and limited storage space, early set-up and delivery times must be pre-arranged with your Group Sales Coordinator. Please keep in mind that deliveries will not be accepted more than 24 hours prior to an event, and that functions scheduled prior to yours may limit early set-up times. All items not belonging to TSRGC must be picked up within 24 hours of the conclusion of your event. These will include, but are not limited to, meeting supplies, decorative items and all items provided by suppliers you have contracted. All decorations, merchandise or articles must be removed from the facility at the end of the event. Any items left longer than 24 hours without prior arrangements will be discarded.

DECORATIONS

Any and all decorations must be pre-arranged and must be approved. Please consult your Group Sales Coordinator for approval.

SECURITY

Tri-State Racetrack & Gaming Center holds the person/persons hosting the event completely responsible for any damages that occur to the facility, grounds or property of TSRGC during their event by those persons attending the event.

TSRGC cannot assume responsibility for the damages or loss of any merchandise or articles left in the meeting areas prior to, during or following functions.

All federal, state and local laws with regard to food and beverage purchases and consumption are strictly adhered to. West Virginia State law prohibits any alcoholic beverages from being brought onto the property or premises of TSRGC. West Virginia law also prohibits service of alcoholic beverages to persons who: cannot prove with a valid photo ID that they are at least 21 years of age or are visibly intoxicated. Management reserves the right to make this determination.

TSRGC reserves the right to inspect and control all private parties, meetings, receptions or any other functions being held on the premises. Management reserves the right to stop any function where excessive alcohol consumption occurs. TSRGC holds the host(s) of the party solely responsible for controlling the alcohol consumption at their event. In the event the function is closed by management, there will be no refund of any payments and all payments must be current prior to departing the facility.

Your assistance in monitoring alcohol consumption is vital. We urge you not to mix drinking and driving. Should you or your guests need assistance, please allow our management and staff to arrange transportation for you.

PHOTOS

No photography or use of video cameras is permitted at Tri-State Racetrack & Gaming Center unless there is written approval from the General Manager. Please submit any request for the GM to your Group Sales Coordinator.

PUBLICITY AND MEDIA

Tri-State Racetrack & Gaming Center prohibits media advertising and the use of our name and/or logo in any promotions unless advance provisions are made. TSRGC reserves the right to cancel any function if the sponsor violates this policy knowingly or unknowingly. Any deposit will be forfeited.

ROOM RENTALS

Function rooms are assigned by the number of people anticipated. If the number drops or increases, TSRGC will accommodate these changes to the best of its ability as space allows.

Our three main parlors in the Mardi Gras addition are perfect for private functions. These may be rented separately or may be used in combination for groups of 10-120 for a seated dinner. These rooms can accommodate larger groups for functions such as cocktail parties, where seating is not required. Should your event require larger accommodations, the First Turn Lounge may be rented by special arrangement for groups of 400-450.

TSRGC prohibits any "subcontracting" of space by any sponsor or host to party planners or any persons acting in that capacity. All reservations and agreements are subject to the Policies and Procedures of TSRGC.

MULTI-MEDIA PRESENTATIONS

Tri-State Racetrack & Gaming Center is the perfect location for briefings, presentations, demonstrations and sales seminars or anything requiring a multi-media approach. Our highly trained staff of technicians is available to assist you with the full range of any of your audio-visual equipment needs.

PARKING

There is no charge for cars or buses in our general parking areas. For your convenience, we also offer valet parking for \$3.00 per vehicle. Valet parking passes are available for purchase in bundles for distribution at your next function.

GIFT CERTIFICATES

Gift certificates may be purchased in any dollar increment. Gift certificates may be redeemed for slot tokens, race wagers or any IN-HOUSE food and/or beverages. Arrangements for gift certificates should be made in advance of your group event. Gift certificates are not Direct Billable. Fees apply when purchase is made by credit card or check. Cash purchase is the most preferred method for gift certificates. No fees are applicable when purchasing with cash.

For any special accommodations, please feel free to call in advance and speak with your Group Sales Coordinator.