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Food and Beverage Service

All food and beverage must be purchased through the Grand and Suites Hotel and served only by the hotel staff. This policy ensures the safety of all our guests and complies with local health regulations.

Guarantees

Final confirmation of attendance is required 3-business days prior to your event. This count may not be reduced. If no guarantee is received, the hotel will use the expected number of guests as indicated on the banquet event order as the guarantee. The Grand and Suites will prepare food for 3% over the guarantee and set seating for 5% over your guarantee.

Service Charge and Sales Tax

All food is subject to 24% service charge and 9.741% sales tax. Liquor and Audio Visual is subject to 24% service charge and 7.741% sales tax. Miscellaneous items is subject to 7.741% sales tax.

Decorations

All decorations and floral arrangements brought into the hotel must meet the approval of the City of St. Louis fire department code. The hotel will not permit the affixing of any item to the walls or ceilings of the hotel. Banners must be installed by hotels engineering department for a fee.

Signage

All signage placed in the public areas of the hotel must be professionally designed. Hand written signs are not permitted and will be removed if used.

Electric

Electrical needs exceeding existing 120volt/20amp wall outlets must be arranged in advance with your Event Manager and will require additional charges.

Security

The hotel reserves the right to require additional security for certain events. Payment for additional security will be the responsibility of the event host. Additional security can be arranged through the hotel Loss Prevention Department and can be arranged by your Event Manager

Audio Visual

Your Event Manager and the Renaissance Event Technology Department will be delighted to assist you with your audio visual needs. Prices and quotes are available upon request. Any equipment brought into the hotel will be subject to charges as outlined in your sales contract.

Coat Check

Your Event Manager can arrange for coat check services at your request.

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Payment

The Hotel accepts all major credit cards. The hotel does not accept "payment upon conclusion" as a form of payment unless direct billing privileges have been established in advance through our accounting department. Unless credit has been established with the hotels accounting department, payment (cashiers check, cash or credit card) must be received 3-business days before your function with your final guarantee. Payment by check requires payment 10 days prior to the event. Your sales manager will be delighted to provide you with further information on establishing credit.

Shipping and Receiving

The UPS Store handles all inbound and outbound shipping for the Hotel. Charges apply, please contact your Sales or Event Manager for details

Please address all your packages for your event to:

Your event name

Your event dates

Your Event Managers name

Number of boxes in the shipment

St. Louis Grand and Suites Hotel

900 Washington Avenue

St. Louis, Mo. 63101

(This address is different from the Hotel address)

Parking

Valet parking is available at the main entrance of the Grand Tower located at 800 Washington Avenue and at the main entrance of the Suites Tower located at 827 Washington Avenue.