



Pontiac Coffee House, LLC
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PontiacCoffeeHouse.com
LiveAtThePontiac.com

Service Department Policy

We are pleased to offer our “service department” for our customers’ use. The facility is suitable for a variety of events and includes a stage. Reservations for **exclusive use*** of the service department are accepted at our discretion according to the following guidelines, which are subject to change. We are happy to discuss your group’s individual needs to help insure the success of your important event at *The Pontiac*!

1. The rental fee depends on whether the renter orders food and/or drinks from our *Pontiac Grille and Espresso Bar* during use of the facility. Generally, the fee is \$25.00 per hour (subject to a three-hour minimum) for renters ordering food and drinks; otherwise, the fee is \$25.00 per hour (subject to a four-hour minimum) on weeknights (Sunday through Thursday) and \$50.00 per hour on weekends.
2. Reservations are accepted on a first come, first-served basis. A deposit of \$50.00 on a gift card and a contact name and telephone number are required. We recommend that first-time renters make reservations in person to acquaint themselves personally with the facility.
3. The time reserved must include the renter’s time requirements to set-up and tear-down/clean-up.
4. **The service department is heated, but NOT air-conditioned. During the winter months, the heating thermostat is set at 65 degrees. *The Pontiac* cannot accept responsibility for customers’ comfort level due to the temperature.**
5. Hours of operation are **6am to 10pm Monday through Saturday**, subject to change. ‘After-hours’ use may be available subject to an additional deposit, facilities use fee and gratuity, negotiated on an individual basis. Please call at least 48 hours in advance of your event for more information.
6. Renters are permitted to decorate the service department (with some restrictions) and may bring audio-visual equipment for their use provided renters accept complete responsibility for loss and/or damage, set-up, operation and take-down.
7. Reservations should be cancelled as soon as possible, but at least 48 hours in advance. Reservations cancelled within 48 hours of the event are subject to a service charge of \$50.00.

***The men’s and handicap-accessible restrooms are located in the service area. *The Pontiac’s* north entrance is also located in the service area. Accordingly, these areas cannot be “exclusively” reserved.**

Note: This policy does not apply to customers who wish to reserve tables in the service department on a non-exclusive basis; however, such ‘reservations’ cannot be guaranteed.

Latest revision date: January 18, 2006