

Standards

standards &
guidelines

Fattoria
La Violla
Olio
extravergine
di oliva

standards & guidelines

Standards

event planning

FOOD & BEVERAGE ORDER SPECIFICATIONS

To ensure the proper planning of your event, we request that all food and beverage specifications be received in writing by our office no less than 45 days prior to the date of your first scheduled service.

CONFIRMATION OF ORDERS

Upon receipt of all written food and beverage specifications, your sales professional will review them and, in turn, provide you with written confirmation of the services you have ordered. The confirmation will be in the form of separate event orders for each individual service. Signed event orders must be received by our team no less than 30 days prior to the start of the first scheduled event. New customers booking short-term events (within 30 days of the event's start date) must review, sign and return event orders upon their receipt.

The services agreement (contract) outlines specific agreements between the customer and the caterer. The signed service agreement, along with the required deposits, must be received no less than 60 days in advance of the first scheduled event. A 10% deposit is required at the time the contract is returned. An additional 65% is due 30 days prior and the balance is due no less than three days prior to the first event. If the signed service agreement is not received at least 60 days prior to the first scheduled event, menu prices are subject to change. The event orders, when completed, will form part of your contract.

SPECIAL EVENTS

There are a number of "special events" that require attention to complex details. These include, but are not limited to, events for more than 1,000 people, weddings and VIP functions.

These functions typically require customized menus due to the customer's desire for a unique event. In addition to logistical planning, specialty equipment and labor may be needed to successfully orchestrate such events. Due to these requirements, special events may be subject to earlier guarantee dates and deposits. Events requiring extraordinary use of equipment and china may incur rental charges. Please discuss this with your sales professional. Specifications for these events are to be received no less than 45 days prior to the event unless otherwise negotiated between the customer and the caterer.

MENU PROPOSALS

In addition to designing menus for "special events", our sales professionals are often asked to design menu proposals to meet additional customer requirements. Included in the menu planning and pricing evaluations which accompany these proposals are considerations given to the expected attendance at these events. Should an event's attendance fall significantly below the original number expected, the proposed menu price may be subject to change.

FLOOR PLANS FOR CATERING FUNCTIONS

Your sales professional will review both the guest seating arrangements (floor plan) and the "behind the scenes" logistics to ensure ample space has been considered, making appropriate recommendations for both areas to create the best possible guest experience. Often, large events require catering (dishing, serving, clearing) to take place in areas that are not commonly dedicated to that purpose. In these instances, the customer and the sales professional will discuss effective solutions (such as pipe and drape) to mask food service staging

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areas from the guest's view. The costs for additional equipment such as this, which may be provided by the customer's decorating company or through the caterer, will be the responsibility of the customer.

Additionally, as safety is always important, we reserve the right to specify floor plans and layouts of all set-ups, seating tables, serving stations and like items to enable safe and efficient service to your event. This includes reserving necessary space dedicated to both back of house and front of house areas. This also includes service areas, breakdown areas and front of house service aisle ways. These details will be reviewed with our facility and customers prior to developing final floor plans.

payment & credit

ACCEPTABLE FORMS OF PAYMENT

The caterer accepts certified or cashiers checks, money orders, American Express, MasterCard and Visa as payment for products and services. If payment is received within less than five (5) business days prior to the event, certified funds or a credit card will be required. If the customer prefers to pay by company check, a credit card authorization form is required to facilitate on-site orders.

PAYMENT POLICY

Our policy requires full payment in advance.

ADVANCE DEPOSIT/MASTER ACCOUNTS

For customers who qualify for direct billing and whose orders exceed \$100,000, we require an advance deposit of 75% of the estimated total charges (10% when the service agreement is signed with the remaining 65% due no less than 30 days) prior to the start date of the first event. Caterer reserves the right to

request an additional deposit or payment in full prior to the first scheduled event based upon credit history.

To establish a master account for direct billing, please contact your sales professional. All credit applications must be returned for review no less than 90 days prior to the date of the first scheduled event. Upon credit approval, payment of the remaining balance plus any additional services ordered on site will be due upon presentation of final invoice. A finance fee of 1.5% per month (or, if lower, the maximum legal rate) will be assessed on all payments not made within 30 days.

catering guidelines

GUARANTEES

To ensure the success of your event(s) it is necessary we receive your "final guarantee" (confirmed attendance) for each meal function by the following schedule:

- Events up to 500 people require the final guarantee three (3) business days prior to the first event.
- Events between 501 - 2,500 people require the final guarantee five (5) business days prior to the first event.
- Events over 2,501 people require the final guarantee seven (7) business days prior to the first event.

Please note the above schedule excludes weekends and holidays.

Once the final guarantee is due, the count may not be decreased. For every event, the caterer shall be prepared to serve 5% over the final guarantee, up to 50 meals. The customer will be billed based on the final guarantee or the actual number of meals served whichever is greater. We will make every attempt to accommodate increases in your count

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after the final guarantee is due, however; any increase exceeding 10% of the final guarantee will be subject to a 10% surcharge. If the count increases within the final guarantee timeline, the 5% overage will no longer apply.

CANCELLATION POLICY

Cancellation of any convention or individual event must be sent in writing to your sales professional. Any cancellation received less than 60 days of the first scheduled event will result in a fee equal to 25% of the estimated food and beverage charges. Any cancellation received less than 30 days in advance of the first scheduled event will result in a fee of 50% of the estimated food and beverage charges. Any cancellation received after the final guarantee has been provided will result in a fee equal to 100% of the charges on the affected event order(s).

MINIMUM REQUIREMENT FOR MEAL FUNCTIONS

There is a minimum guarantee of 25 people for all meal functions. If the guarantee is less than 25 people, a \$125.00 fee may apply.

exhibitor food & beverage policy

The caterer is the exclusive provider of all food and beverages at Citizens Bank Park. As such, any requests to bring in outside food and beverages will be at the caterer's discretion and will be considered on a case by case basis. Please inquire with your sales professional. This includes requests for exhibitor amenities such as logo-bottled water, hard candies and sample products.

TIMETABLE FOR SUCCESSFUL EVENTS

90 Days	60 Days	45 Days	30 Days	7/5/3 Days
Credit Application for Master Account Due if applicable.	Deposits & Signed Service Agreement Due.	F&B Specifications Due.	Signed Event Orders Due.	Guarantees Due.

*farm fresh sun ripened just picked
off the vine savory artisan farm
naturally delicious farm fresh sun
just picked local off the vine
artisan farm to table naturally
farm fresh sun ripened just picked
off the vine savory artisan farm
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ally*



Citizens Bank Park
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