



As the exclusive food and beverage provider at the Greater Columbus Convention Center, ARAMARK is committed to bringing you and your guests the highest standards of quality in food, beverage and service. We've developed the following guidelines to assist you in planning your event. Please review this information and contact your ARAMARK sales professional directly. They will be happy to help you create an extraordinary event. We thank you for your business.

Standardized Guidelines & Procedures

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 ARAMARK 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 ARAMARK 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.

ARAMARK's Services Agreement (contract) outlines specific agreements between the customer and the caterer. The signed Service Agreement, along with the required deposits, must be received by ARAMARK no less than 60 days in advance of the first scheduled event. A 25% deposit is required. 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 service/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/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 ARAMARK.

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 evaluation 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 ARAMARK sales professional will discuss effective solutions (such as pipe and drape) to mask food service staging 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 ARAMARK, will be the responsibility of the Customer.

Additionally, as safety is always important, ARAMARK reserves 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 service 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 Policy

ACCEPTABLE FORMS OF PAYMENT

ARAMARK accepts company checks, American Express, MasterCard, Visa and wire fund transfers as payment for products and services. Any wire transfer fees incurred are the responsibility of the Customer. If payment is received within less than five (5) business days prior to the event, certified funds, credit card payment or a wire transfer will be required (Non-certified Checks are not acceptable forms of payment). If the customer prefers to pay by company check or wire transfer, a credit card authorization form is required to facilitate on-site orders.

PAYMENT POLICY

ARAMARK’s policy requires full payment in advance.

ADVANCE DEPOSIT

ARAMARK requires an advance deposit of 75% of the estimated total charges 60 days prior to the start date of the first event.

TIMETABLE FOR SUCCESSFUL EVENTS

60 Days	45 Days	30 Days	7/5/3 Days
Deposits & Signed Service Agreement Due.	F&B Specifications Due.	Sign & Return Event Orders.	Guarantees Due & Remaining Balance.

Taxes & Service Fees

SERVICE CHARGE AND TAX

- All food and beverage items are subject to a 19.5% service charge and applicable sales tax, currently at 6.75%. In some areas, the service charge may be subject to applicable sales tax.
- Labor fees are subject to applicable sales tax, currently at 6.75%.

Note:

(++) Indicates the services are subject to service charge and sales tax.

(+) Indicates the services are subject to sales tax only.

*The service charge and sales tax are subject to change without notice.

DELIVERY FEES

All catering orders or re-orders totaling less than \$100.00 will result in a \$25.00 delivery fee.

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, ARAMARK shall be prepared to serve 5% over the Final Guarantee, up to 30 meals. The customer will be billed based on the Final Guarantee or the actual number of meals served whichever is greater. ARAMARK will make every attempt to accommodate increases in your count 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 ARAMARK Sales Professional. Any cancellation received less than 60 days of the first scheduled event will result in a fee to ARAMARK 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 50 people for all meal functions. If the guarantee is less than 50 people, a \$75.00 fee plus tax will apply.

Exhibitor Food & Beverage Policy

ARAMARK is the exclusive provider of all food and beverages at the Greater Columbus Convention Center. As such, any requests for importing food and beverages will be at ARAMARK's discretion and will be considered on a case by case basis. Please inquire with your ARAMARK sales professional. This includes requests for exhibitor amenities such as logo-bottled water and sample products.

Amenities and Menu of Services

TABLE STANDARDS

The ARAMARK banquet minimum standard for a plated/seated meal is for service at tables of ten (10) guests with 1 server per 30 guests (1 server per 3 tables). And for buffet meals, the ARAMARK minimum standard is 1 server per 50 guests. An additional labor fee will be applied for any set that requires tables that seat less than ten (10) guests. The fee will be assessed according to the additional wait staff required to service the event at \$150.00 per 4 hour period plus applicable Sales Tax.

PRESET FUNCTIONS

ARAMARK service standards require that wait-staff enter the banquet room 2 hours prior to the event to begin setting the room for every meal function. If you request the tables to be set the day prior to the event we will calculate how many wait-staff will be used for the actual event and divide by two. This will be the number of wait-staff for a 4-hour period to set the room. A \$150.00 fee per 4 hour period for each wait-staff personnel applies.

EXTENDED SERVICE

Need more time for your event?

If the time from "doors open" to the conclusion of the event is longer than 2 hours for Breakfast or Lunch and 2 1/2 hours for Dinner, there will be a fee of \$25.00 per server per hour. This fee will be waived if wait staff is allowed to clean and clear the room during meal service.

CHINA SERVICE

Continental, buffet breakfast, buffet lunch, breaks, bars, receptions have been priced accordingly to using disposable ware. If the client would like China the charge will be \$1.50 for continental, buffet breakfast, buffet lunch and breaks and \$1.00 for bars and receptions per guest based on the guaranteed number given to ARAMARK. If the client would like VIP China the charge will be \$3.50 for the China only and \$5.00 for the Charger and China.

TABLECLOTHS

All tables for meal functions are dressed with white linen and napkins. Table linen is supplied at no charge based on tables of 10. In the event that the client request a different table set (ex. Tabled of 6 or 8) which will require more tables, the linen charge will be \$5.00 per additional tablecloth needed. Your sales professional will be able to assist with any custom linen and décor details at additional charges. Events that require tablecloths for non-food functions may be clothed for \$7.50++ per tablecloth.

Amenities and Menu of Services Cont'd

TICKET TAKERS, GREETERS or PROGRAM PLACERS

Committee or Staff Members busy?

Ask about having ARAMARK staff greet your guests or place your programs. Our associates can be available to assist you for \$35.00 per hour charge for each ARAMARK associate needed.

COAT CHECK ATTENDANTS

Hosted or cash coat check, a \$150.00 fee will be charged for each attendant per first four-hour period. Each additional hour will be charged \$35.00 per attendant. Each item checked will be \$2.00. ARAMARK is the exclusive coat check contractor.

ADDITIONAL SERVICE STAFF

Attendants are available to service you're your event. A charge of \$150.00 per attendant applies for the first 4-hour period, each additional hour will be \$35.00 per attendant.

BUTLER SERVICE

To enhance your reception, request to have Butlers available to hand pass your hors d'oeuvres. To provide this service, a minimal charge of \$45.00 for a maximum of two hours for each butler applies. Each additional hour will be \$25.00 per butler. To add elegance to your event, may we suggest white glove butler service for an additional \$10.00 per butler.

CARVERS AND CHEF STATIONS

Add flair to your reception by having Chef Stations!

Add an ARAMARK Chef for \$100.00 per Chef for a maximum of 2 hours, each additional hour will be \$50.00.

BARTENDER/KEG HANDLER FEES

ARAMARK recommends 1 bartender per 100 guests for Hosted Bars and 1 bartender per 150 guests for cash bars. The bartender fees for Hosted or Cash Bars are \$85.00 per bartender for a 4 hour period and \$25 per bartender for each additional hour over the first 4 hour period. A keg handler fee is \$75.00.

WATER SERVICE

ARAMARK provides complimentary water service for podiums and head tables. The service may be arranged through the convention center's logistical team. Please see your ARAMARK sales professional for any additional water services.

Menu of Service Enhancements Greater Columbus Convention Center

To enhance the way your room looks, ARAMARK can provide the following services for a nominal fee. Please contact your Sales Manager to discuss the details.

Decoration Enhancements

Specialty Linens	\$9.00 - \$30.00+ each
Table Skirts (covers the front and 2 sides)	28.00 each
Specialty Colored Napkins	\$1.00 each
Standard Colors, please see your Sales Manager	
Simply Elegant Centerpieces	\$35.00 and up
Florals and Greenery in a rose bowl with 3 votive candles and a mirror	
Floral Arrangements	\$30.00 and up, each
Bud Vases with Carnations	\$10.00 each
Rental of 5-6' Palm +delivery	\$40.00 each
Rental of Peace Lily 2' +delivery	\$30.00 each
Rental of Ficus Trees 5-6' with lights +delivery	\$65.00 each
Rental of Ferns +delivery	\$20.00 each
Potted Mums +delivery	\$20.00 each
Twinkle Lights	\$10.00 per buffet table
Gold Votives	\$2.50 each
Mini Votives	\$1.50 each
Mirrors for Table Centers	\$10.00 each
Silk Florals in-stock items	\$10.00 each
Silk Florals specialty item +delivery	Market Price
Balloon Bouquets (4 balloons per bouquet)	\$15.00 each
Punch Fountain	\$100.00 each
Cabaret Tables	\$25.00 each
Chair Covers	\$20.00 and up, each
Ice Carving	\$450.00 and up
Delivery & Set-up of items	\$40.00 one time charge

Additional Enhancements

Tuxedo-Captains	\$20.00 per hour
Theme Decorations	Proposals
Theme Dress for Servers	Proposals
Gift Baskets	\$50.00-100.00 each
Printed Logo on Popcorn Bags	400.00 per 1000 bags
Concession Coupons	\$5.00 minimum

* This service is great for your attendees or exhibitors



CONVENTION CAFES & RESTAURANTS

Overview

Great culinary concepts extend beyond the boundaries of imaginative banquet fare. Your ARAMARK sales professional will discuss how best to use our convention cafes and restaurants to serve event exhibitors and attendees. Please review all exhibit floor plans with your ARAMARK sales professional to ensure adequate foodservice areas.

EXHIBIT AND CONVENTION MOVE-IN AND MOVE-OUT GUIDELINES

ARAMARK will open a minimum of one food and beverage location per show to accommodate one day prior to show day (move-in) and one half day after show day (move-out) for exhibitors and convention personnel. If sales total less than \$500.00 per location, there will be a base charge of \$125.00 for the first four hour period. For additional locations and/or days please consult your ARAMARK sales professional.

CONVENTION CAFES AND RESTAURANTS (Permanent Food and Beverage Locations)

ARAMARK reserves the right to open and close cafes and restaurants based on show demand and in consultation with show management. To open additional locations beyond the ARAMARK recommendation the following charges will apply: For each additional location, sales must meet a minimum of \$1,000.00 in total cash sales per four-hour period. If sales total less than \$1,000.00 per location, there will be a base charge of \$250.00 for the first four hours, plus an additional \$100.00 for each additional hour for each location.

TEMPORARY DINING UNITS (Portable Food and Beverage Locations)

In some cases, a Temporary Dining Unit (portable food and beverage outlet) rather than one of our permanent café or restaurant locations will be requested or deemed necessary. If the Customer chooses portable locations, a one time \$250.00 set up charge will apply.

As with our permanent locations, ARAMARK reserves the right to open and close convention cafes & restaurants based on show demand and in consultation with show management. To open additional locations beyond the ARAMARK recommendation the following charges will apply. For each additional location, sales must meet a minimum of \$1,000.00 in total cash sales per four-hour period. If sales total less than \$1,000.00 per location, there will be a base charge of \$250.00 for the first four hours, plus an additional \$100.00 for each additional hour for each location. If sales do not meet this minimum level, there will be a base charge of \$250.00 for the first four hours, plus an additional \$100.00 for each additional hour for each location.

KITCHEN STORAGE/DELIVERY FEE

If space is available there will be a charge of \$125.00 per day storage/delivery fee. This includes storage in ARAMARK coolers or warehouse of food items as well as a one-time delivery to your room or booth. Each additional delivery is \$25.00.

STORAGE OR USAGE of CONCESSION STANDS

When Concession Stands are needed for storage of food product, and space permits, a fee of \$75.00 per day/per stand will apply per each vendor usage. When a stand is needed for food preparation, the per day fee is \$100.00 and an ARAMARK attendant will be required to monitor each stand during its use. A labor fee of \$125.00 for a 4-hour minimum will be charged, with each additional hour at \$15.00. A \$75.00 cleaning fee per stand will be charged.