



Tampa Convention Center

Standardized Guidelines & Procedures

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CATERING SERVICE AGREEMENT

ARAMARK's Services Agreement (contract) outlines specific agreements between the customer and the caterer. The signed Service Agreement, along with the required payments, must be received by ARAMARK no less than 60 days in advance of the first scheduled service. If the signed Service Agreement is not received by 60 days, menu prices are subject to change. The Event Orders, when completed, will form part of your contract.

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 to avoid late fees.

CONFIRMATION OF ORDERS

Upon receipt of all written Food and Beverage specifications, your ARAMARK Catering 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 service. 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.

<i>60 Days</i>	<i>45 Days</i>	<i>30 Days</i>	<i>7/5/3 Days</i>
<i>Deposits Due</i>	<i>F&B Specifications Due</i>	<i>Sign & Return Event Orders</i>	<i>Guarantees Due</i>
<i>Signed Service Agreement Due</i>	<i>Tax Exempt Certificate Due</i>		

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 strategic logistical planning, additional labor and specialty equipment 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. Your Catering Sales Professional will be able to discuss any of these charges as well as changes in guarantee dates in greater detail. Specifications for these events are to be received no less than 60 days prior to the event unless otherwise negotiated between the Customer and ARAMARK.

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 scheduled service.

Events between 501 – 2,500 people require the Final Guarantee five (5) business days prior to the first scheduled service.

Events over 2,500 people require the Final Guarantee seven (7) business days prior to the first scheduled service.

Please note the above schedule excludes weekends and holidays.

OVERSETS

Once the Final Guarantee is due, the count may not be decreased. For every event, ARAMARK shall be prepared to serve 5% over on plated meals of 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. ARAMARK will make every attempt to accommodate increases in your count after the final guarantee is due, however; any increase exceeding 5% of the final guarantee will be subject to a 10% surcharge. If the count increases after the final guarantee timeline, the 5% overage will no longer apply. ARAMARK will preset the 5% overage for the increased count at the customer’s request, however there will be a charge assessed. See your Catering Sales Professional for additional information.

CANCELLATION POLICY

Cancellation of any convention or individual event must be sent in writing to your ARAMARK Sales Professional. Any cancellation received more than 30 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).

SERVICE PERSONNEL GUIDELINES

The ARAMARK banquet standard for a plated/seated meal is for service at tables of ten (10) guests with 1 server per 25 guests. And for buffet meals, the ARAMARK minimum standard is 1 server per 100 guests for a disposable event and 1 server per 40 guests for a china event. 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 \$35.00 per hour plus applicable Sales Tax with a four (4) hour minimum. Events whose total time extends past the standard event time, or events with less than the required set up time, will be assessed additional labor charges accordingly. Adherence to our service guidelines will ensure the smooth and successful execution of you food and beverage event.

<i>Event Type</i>	<i>Rate (Staff per Guests)</i>	<i>Overtime</i>	<i>Required Setup Time</i>	<i>Standard Event Time</i>
<i>Disposable Buffet (any meal)</i>	<i>1 per 100</i>	<i>\$35.00</i>	<i>2 Hours</i>	<i>2 Hours</i>
<i>Disposable Reception</i>	<i>1 per 100</i>	<i>\$35.00</i>	<i>2 Hours</i>	<i>2 Hours</i>
<i>China Reception</i>	<i>1 per 40</i>	<i>\$35.00</i>	<i>2 Hours</i>	<i>2 Hours</i>
<i>China Buffet Breakfast</i>	<i>1 per 40</i>	<i>\$35.00</i>	<i>2 Hours</i>	<i>2 Hours</i>
<i>China Buffet Lunch</i>	<i>1 per 40</i>	<i>\$35.00</i>	<i>2 Hours</i>	<i>2 Hours</i>
<i>China Buffet Dinner</i>	<i>1 per 40</i>	<i>\$35.00</i>	<i>2½ Hours</i>	<i>2 Hours</i>
<i>China Sit-Down Breakfast</i>	<i>1 per 25</i>	<i>\$35.00</i>	<i>2 Hours</i>	<i>2 Hours</i>
<i>China Sit-Down Lunch</i>	<i>1 per 25</i>	<i>\$35.00</i>	<i>2 Hours</i>	<i>2 Hours</i>
<i>China Sit-Down Dinner</i>	<i>1 per 25</i>	<i>\$35.00</i>	<i>2½ Hours</i>	<i>2½ Hours</i>

MINIMUM REQUIREMENTS & DELIVERY FEES

There is a minimum guarantee of 50 people for all meal functions, seated or buffet. If the guarantee is less than 50 people, a \$125.00 fee plus tax will apply.

All catering orders or re-orders totaling less than \$100.00 excluding service charge and sales tax will result in a \$50.00 delivery fee.

Payment

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 or a wire transfer will be required (Non-certified Checks are not acceptable forms of payment).

PAYMENT POLICIES

ARAMARK's policy requires full payment (100%) 30 days in advance of your event(s). If payment is received less than (5) business days prior to the first scheduled service, certified funds or credit card payment will be required. If the customer prefers to pay by company check or wire transfer, a credit card authorization form is required to facilitate on-site orders. On-site orders/re-orders will not be accepted without prior established credit or credit card on file.

Taxes & Administrative Fee

- A 10% late fee will be assessed for orders received less than 30 business days prior to the first scheduled service.
- All food and beverage items are subject to a 24% administrative fee and applicable sales tax, currently at 7.0%. In Florida, the administrative fee is subject to applicable sales tax.
- Labor fees are subject to applicable sales tax, currently at 7.0%.
- A minimum guarantee of 50 people for all meal functions- Plated or Buffet is required. If the guarantee is less than 50 people, a \$125.00 fee plus tax, will be applied.

Note:

(++) Indicates the services are subject to an administrative fee and sales tax.

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

*The administrative fee and sales tax are subject to change without notice.

- Tax exempt certificates (issued by the State of Florida) must be on file 45 days prior to first scheduled service.

Additional Services

CHINA SERVICE

All seated meal functions (breakfast, lunch and dinner) and full buffet meals (breakfast, lunch and dinner) in meeting rooms and ballrooms are served with china and glassware, unless otherwise specified by the Customer. Continental Breakfast, coffee services, exhibitor hospitality catering and meal functions held in the Exhibit Halls, Pre-function spaces and Riverwalk are routinely accompanied by high-grade disposable service-ware. If china service is desired on these functions a china charge will apply. The china charge is \$2.50 per person plus tax.

LINEN RENTAL

All tables for plated and full china buffet meal functions are dressed with mid-length white linen and napkins. Breaks, roll-in services, and receptions are not considered as full meal functions and tables will not be dressed complimentary for these events. Additional tablecloths for meeting room sets may be requested for \$7.50++ per tablecloth. Your Catering Sales Professional will be able to assist with any custom linen and décor details at additional charges.

90 x 90 (white) for ovals of 10 - \$7.50++/ea
(linen is included for plated or buffet meal functions, (1) cloth per 10 guests)

54 x 120 (white) for classroom tables - \$7.50++/ea

WATER SERVICE - PODIUMS & HEAD TABLES

ARAMARK provides complimentary water service for each meeting room (up to a maximum of 4 sessions per day per meeting room) for service to podiums and head tables. Additional water service and refreshes are also available through ARAMARK for an additional charge of \$3.50++ per bottle of water. Please see your ARAMARK Catering Sales Professional for any additional water services.

SPRING WATER DISPENSER

\$100 - Per dispenser for initial set (includes two 5 gallon spring water tanks)

\$35 - Rental fee per dispenser per each additional day

\$30 - Per 5 gallons for additional Spring Water jug

EXECUTIVE SETS

\$7.50pp++ - Includes (1) Bottle of water, mints, pad and pen

\$3.50pp++ - Pads and pens

Cafes, Concessions and Restaurants

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.

PERMANENT FOOD AND BEVERAGE LOCATION

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 based on cash sales will apply:

If cash sales per four-hour period total \$1,500.00 or more per location, the minimum set-up fee of \$750.00 per four-hour period, per location will be waived.

PORTABLE FOOD AND BEVERAGE LOCATION

In some cases, a Portable Food and Beverage Location rather than one of our permanent cafes or restaurant locations will be requested or deemed necessary. If the Customer chooses a portable food and beverage location, the following charges based on cash sales will apply:

If cash sales per four-hour period total \$1,500.00 or more per location, the minimum set-up fee of \$1,000.00 per four-hour period, per location will be waived.

F&B Exclusivity & Sampling

EXCLUSIVITY

All food, beverages, cafes and restaurants on the premises are operated and controlled **exclusively** by Tampa Convention Center's in-house food and beverage provider, ARAMARK. Arrangements for all catered functions must be made through ARAMARK's sales office. Outside food or beverage will not be allowed on premises.

SAMPLING GUIDELINES

Exhibitor's request for any sampling or distribution of food or beverage products must be indigenous to the specific exhibiting booth and show, and submitted in writing to Show Management.

Show Management/Licensee is required to compile all of the exhibitors' requests for sampling privileges and will send one letter to Robert Rose, Director of the Tampa Convention Center for approval **45 days** prior to the event for approval. Specific information regarding the types of products intended to be sampled and why this is critical to their exhibit booth should be stated in the letter along with portion size to be sampled using the sampling guidelines below.

The TCC Director and ARAMARK reserve the right to make alternate arrangements or may deny requests if deemed appropriate to do so.

Sampling portions should not exceed:

Food	2 ounces
Wine	2 ounces
Beverages	2 ounces
Beer	2 ounces
Liquor	1/2 ounce

Date	Sample Letter
Mr. Robert Rose Tampa Convention Center 333 South Franklin Street Tampa, FL 33602	
Dear Mr. Rose:	
On the behalf of ACME Company, I am requesting a Temporary Convention Permit authorizing the distribution of alcoholic samples during our show on December 1, 2003 in the East Hall of the Tampa Convention Center. We will be sampling beer and wine at this event. This annual event exposes all our customers to this Holiday Season's specialty packaging and new release products.	
We are aware of and recognize the sample size regulations and will adhere to all guidelines presented by the convention center. We therefore request the Tampa Convention Center to secure a Temporary Convention Permit from the State of Florida.	
Sincerely, John Doe	

ALCHOLIC BEVERAGE SAMPLING

Show Management must have alcohol-sampling request in writing at least 45 days in advance to Robert Rose, Director of the Tampa Convention Center. Once approved by TCC and ARAMARK, the center will request a Temporary Convention Permit from the State of Florida. See sample letter above. Alcoholic beverages are not permitted to leave TCC property. An ARAMARK TIPS certified Bartender is required at standard Bartender rates.

Additional Information

MENU PROPOSALS

Our Catering Sales Professionals are often asked to design menu proposals to meet specific customer requirements. Accompanying these proposals, which consider expected attendance at these events, are menu planning documents and pricing evaluations. Should an event's attendance fall significantly below the original number expected, the proposed menu price may be subject to change. Special order items are non refundable and quantities must be guaranteed at the time the proposal is issued. Special order items are not subject to final guarantee guidelines. Pricing for custom menu proposals is valid for no more than 30 days after the proposal is submitted to the customer. Written confirmation of acceptance will be required prior to expiration of 30 day period in order to lock in proposed pricing.

FLOOR PLANS CATERING FUNCTIONS

Your Catering Sales Professional, in conjunction with the Tampa Convention Center Event Coordinator, will review both the guest seating arrangements (floor plan) and the “behind the scenes” logistics to ensure ample space has been considered. Both parties will make appropriate recommendations 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 Catering 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 this additional equipment, 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 breakdown areas and front of house service aisles. These details will be reviewed with our facility and customers prior to developing final floor plans.