



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 21 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 14 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), which is a separate document, 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 14 days in advance of the first scheduled event. 100% payment of quoted charges is required 7 days prior to first scheduled event date. Any additional charges are due 14 days post event 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 14 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 30 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 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 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 and credit

## ACCEPTABLE FORMS OF PAYMENT

Aramark 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, credit card payment or a wire transfer 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.

## PAYMENT POLICY

ARAMARK's policy requires full payment in advance.

## ADVANCE DEPOSIT/MASTER ACCOUNTS

For those customers applying 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 75% due no less than 30 days) prior to the start date of the first event. Caterer reserve 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.

## LOCAL TAX AND FEES

All food and beverage items are subject to a taxable 20% Administrative Charge, 9.25% State Sales Tax and 1% Village Fee.

Labor fees are subject to applicable sales tax, currently at 9.25% state tax and 1% Village Fee.

\* The service charge (administrative fee or gratuity) and sales tax are subject to change without notice.

Additional bar set up, bartender, wait staff and culinary fees may apply.

## DELIVERY FEES

All catering orders or re-orders totaling less than \$200 will result in a \$40 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: Your sales person will advise when your lowest guarantee would be due by.

- Events up to 500 people require the final guarantee three (3) business days prior to the first event. At this time the numbers of guests can only increase.
- Events between 501 – 2,500 people require the final Guarantee five (5) business days prior to the first event. At this time the numbers of guests can only increase.
- Events over 2,501 people require the final guarantee seven (7) business days prior to the first event. At this time the number of guests can only increase.

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 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 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 25 people for most meal functions. If the guarantee is less than required number of people, a \$5 per person fee plus tax will apply.

## **EXHIBITOR FOOD & BEVERAGE POLICY**

The caterer is the exclusive provider of all food and beverages at the Donald E. Stephens Convention Center. As such, any requests to bring in outside food and beverages will be at ARAMARK’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, coffee brewers, espresso machines, etc.

Any exhibitors, vendor or exhibit hall participants providing alcohol service are required to staff a bartender, per Illinois Liquor Law. Any violation of this will result in product being removed from the exhibit/booth area.

Should an exhibitor disregard this policy the caterer will be required to cease distribution of product and remove from the premises.

## **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 20 guests (1 server per 2 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 \$16.00 per hour, based on 4 hour shift plus applicable Sales Tax with a four (4) hour minimum.

# catering guidelines

## CHINA SERVICE

All seated meal functions (breakfast, lunch and dinner) are served with china and glassware, unless otherwise specified by the Customer. Continental breakfast, coffee services, buffets and exhibitor hospitality catering are routinely accompanied by high-grade disposable service-ware. However, if china service is desired on these functions a china charge will apply. The china charge is \$2.50 per person.

## TABLECLOTHS

All tables for meal functions are dressed with standard house linen and napkins. 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 \$10.00++ per standard house tablecloth. Specialty linens will be priced as fair market value.

## TIMETABLE FOR SUCCESSFUL EVENTS

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

I acknowledge receipt of the Aramark Guidelines and Procedures

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Client Signature

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Date