

# CATERING POLICIES

## **EXCLUSIVE CATERER**

OVG Hospitality maintains the exclusive right to provide all food and beverage and concession services at the Duke Energy Convention Center.

## **OUTSIDE FOOD AND BEVERAGES**

No food or beverage of any kind will be permitted to be brought into the facility by the patron or patron's guests or invitees without prior written approval of the General Manager or Food & Beverage Director. Food items may not be taken off the premises; however, at OVG Hospitality's sole discretion, excess prepared food is donated under regulated conditions to agencies feeding the underprivileged.

## **FOOD & BEVERAGE SAMPLING**

Duke Energy Convention Center exhibitors may distribute food & beverage samples in authorized space, but must not be in competition with products or services offered by OVG Hospitality. Samples must be representative of products manufactured or sold by the exhibiting company. Free samples are limited to 2 ounces of non-alcoholic beverages and 1 ounce of food. Exact descriptions of sample and portion size must be submitted to the Food and Beverage Office for written approval 14 days prior to the opening of the event. No alcoholic samples may be distributed. Any exhibitor giving away and/or selling food in their booth must have a permit and all appropriate fees on file with the Cincinnati Department of Health.

## **BEVERAGE SERVICE**

OVG Hospitality offers a complete selection of beverages to complement your function. The Ohio Alcohol and Beverage Commission regulate alcohol and beverage service. As the licensee, we are responsible for the administration of these regulations. Alcoholic beverages may not be brought onto the premises from outside sources. In compliance with ABC regulations, we reserve the right to ask patrons for proper identification for alcoholic beverage service, and we reserve the right to refuse alcohol service to intoxicated or underage persons. Alcoholic beverages may not be removed from the premises.

## **LABOR**

Catering personnel are scheduled for four-hour shifts for each meal period. Events requiring additional time for service over the four-hour period will incur an overtime charge of \$35.00 per server per hour.

An additional labor fee will be charged for groups of less than 25 guests.

At the customer's request Room or Set up Changes made the day of the event will incur a labor charge of \$100 per 50 guests in room, \$175.00 per 50 guests to move rooms.

An additional labor fee will be charged for food and beverage preparation and service for events on the following holidays: New Year's Eve, New Year's Day, Martin Luther King Day, Memorial Day, Fourth of July, Labor Day, Veteran's Day, Thanksgiving Day.

## **DIETARY CONSIDERATIONS**

OVG Hospitality is happy to address a special dietary request for individual guests with a (3) day advance notice.

## **CHINA SERVICE**

China service is standard for all catering services on the 3rd floor and in the 2nd floor meeting rooms. For coffee services with china, OVG Hospitality will set out at least 10% of disposable ware so that guests may take their beverage with them. China is not allowed on the Exhibit Hall floor unless it is carpeted. High-grade disposable ware will be used on uncarpeted Exhibit Hall floors.

## **LINENS**

All plated and buffet meal prices include house white or black table linens and your choice of a variety of pre-selected linen napkin colors (7 days to allow for delivery). Your Catering Sales Manager is happy to procure custom linen orders for an additional charge. If a client opts to rent linens and napkins through another source, any returns and charges associated with the rental are the sole responsibility of the client, also, the customer will be responsible for receiving and returning the linens.

## **MANAGEMENT CHARGE AND TAX**

All catered events are subject to a 24% Management Charge. This Management Charge is the sole property of the food/ beverage service company or the venue owner, as applicable, is used to cover such party's costs and expenses in connection with the catered event (other than employee tips, gratuities, and wages), and is not charged in lieu of a tip. The Management Charge is not a tip, gratuity, or service charge, nor is it purported to be a tip, gratuity, or service charge, for any wait staff employee, service employee, service bartender, or other employee, and no part of the Management Charge will be distributed (as a tip, gratuity, or otherwise) to any employee who provides service to guests. 7.8% Sales Tax is applicable unless the group is tax-exempt, OVG Hospitality must be in receipt of your tax- exempt form prior to the date of event.

## **PAYMENTS**

All food and beverage must be paid in advance of event. A non- refundable deposit of 50% of the total estimated food and beverage charge is required along with the signed catering contract and banquet event orders no less than two weeks prior to the event; with the anticipated balance due no later than three days prior to the event. A credit application and a credit card authorization must be completed for any incidental charges which occur during event.

Any payments made within 2 weeks prior to the event must be made either by cashier's check or by credit card. OVG Hospitality will gladly accept credit card payments from MC, Visa & American Express.

**Please note: A 3% fee (minimum \$20) will be assessed on all payments made by credit card. This fee will be due at the time of credit card payment and is non-refundable.**

## **GUARANTEES**

A final guarantee of attendance is required five (5) business days prior to all food and beverage events. In the event OVG Hospitality does not receive a final guarantee prior to (5) business days, the expected number will become the guarantee number. Spectra will make every attempt to accommodate any increases in guarantee numbers after the (5) business days, however, the guarantee may not decrease inside of (5) business days prior to event.

In the event of a split entree, the client is responsible to notify the Duke Energy Convention Center of the exact count of each item five (5) business days prior to the event.

## **CANCELLATION**

Cancellation of food function must be sent in writing to your OVG Hospitality sales representative. Any cancellation received more than 30 days of the 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 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 Banquet Event Order(s).

## **PRICES**

Prices will be guaranteed three (3) months prior to the event. OVG Hospitality reserves the right to substitute menu items due to market availability and will always make every effort to inform our clients of these substitutions.