

GENERAL INFORMATION, POLICIES AND PROCEDURES

FOOD & BEVERAGE REGULATIONS

All food and beverage items served within Phoenix Convention Center must be prepared and presented by Aventura...A Premier Catering Company. This includes requests for exhibitor amenities such as logo-bottled water, hard candies, etc. Local health code regulations prohibit guests from removing remaining food and beverage from the Convention Center.

Aventura, as a licensee, is responsible for the administration of the sale and service of all alcoholic beverages in accordance with the Arizona Department of Liquor Licenses and Control. Therefore, in compliance with the state law, all beer, wine and liquor must be supplied and served by Aventura.

EVENT PLANNING

Food & Beverage Order Specifications

To insure the proper planning of your event, we kindly request that all food and beverage specifications be received in writing by our office no later than 45 days prior to the date of your first service. Orders received within 30 days of the first scheduled service will incur a 10% late administrative charge.

Confirmation of Orders

Upon receipt of all written food and beverage function specifications, your Aventura Sales Professional will review them and in turn provide the customer with written confirmation of services ordered. A separate event order will be issued to the customer for each individual service, along with a contract outlining specific agreements between the customer and the caterer, Aventura. Signed event orders must be received by Aventura no less than 30 days prior to the first event. New customers booking short-term events (within 30 days of the event's start date) must review, sign and return event order upon their receipt.

Aventura's Service Agreement (contract) outlines specific agreements between the customer and the caterer. The signed Service Agreement must be received by Aventura no later than 60 days in advance of the first scheduled 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.

PAYMENT POLICY

Deposits

Aventura policy requires full payment (100%) of total estimated charges in advance.

Acceptable Forms of Payment

Company check, American Express, Visa, MasterCard and Discover are considered acceptable forms of payment. If payment is received within less than five (5) business days prior to the event, certified funds or credit card payment will be required. If company check is utilized for payment, a credit card will be required to facilitate on site additions and changes to existing orders.

TIMETABLES

60 days	45 days	30 days	10/5/3 days
Signed Catering Services Agreement and initial deposit due	Food & Beverage specifications due	Signed event orders due	Final deposit due

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*administrative charge is not intended to be a tip, gratuity, or service charge for the benefit of employees and no portion of this administrative charge is distributed to employees

**Consuming raw or undercooked meats, poultry, seafood, shellfish, or eggs may increase your risk of foodborne illness.

ADMINISTRATIVE CHARGE* AND SALES TAX

- All food and beverage items are subject to 21% administrative charge* and applicable Arizona sales tax
- Administrative charge* is taxable in the State of Arizona
- Tax exempt certificates (State of Arizona) must be on-file prior to the event
- ++ indicates the addition of 21% administrative charge* and applicable sales tax
- + indicates the addition and applicable Arizona sales tax (currently 8.6%)
- Administrative charge* and sales tax are subject to change without notice

DELIVERY FEES

All catering orders or re-orders totaling less than \$100.00 (excluding administrative charge* and sales tax) will result in a \$35.00+ 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 according to the following schedule:

- Events up to 500 people require the final guarantee three (3) business days prior to the date of the first event
- Events between 501-2,500 people require the final guarantee five (5) business days prior to the date of the first event
- Events over 2,500 people require the final guarantee ten (10) business days prior to the date of the first event

Please note the above schedule excludes weekends and holidays. Once final guarantees are submitted, the count may not be decreased. The customer will be billed based on the final guarantee or the actual number of meals served whichever is greater. Aventura will make every attempt to accommodate increases in your count after the final guarantee is due; however, any increase will be subject to a 10 % surcharge. Aventura will be prepared to serve 3% above the guaranteed attendance but not to exceed 30 meals. The overset tables will not have pre-set food or beverage. Vegetarian selection or other special meals will be part of the final guarantee. Please include these counts as part of your final guarantee. Special meals requested on site will be added to your final bill.

MINIMUM REQUIREMENT FOR TABLE SERVICE

There is a minimum guarantee of 50 people for table service or buffet meal. If the guaranteed attendance is less than 50 people a \$100.00+ administrative charge* will be applied.

TABLE STANDARDS

Our standard sit down and buffet service is planned for round tables of ten (10) people. Our standard service ratio is:

- sit down service | one (1) server per 25 guests
- buffet service | one (1) server per 50 guests

An additional labor and linen fee will be applied for any set that requires tables that seat less than the standard. The fees assessed will be according to the additional wait staff required to service the event at \$140+ for the first four hours and \$35.00+ for each additional hour per server, plus applicable sales tax.

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EXTENDED PROGRAM/SERVICE

Our banquet service is based on the following time guidelines (doors open to doors closed, including program):

- Breakfast 2 hours
- Lunch 2 hours
- Dinner 3 hours

Any extended program or delay in service is subject to an additional labor charge of \$35+ per hour per waitstaff. Please note that if your event includes a scheduled program, Aventura requires that you submit to your Aventura Sales Professional a detailed timeline at least two (2) business days in advance of the respective event. The timeline should include service start/break/end times and, if applicable, notation of time(s) when Aventura staff should be off the service floor. Please be aware that any deviation from the submitted program may negatively impact food and/or event quality, and may result in the application of additional charges.

CHINA SERVICE

Meal services are served with china and glassware, unless otherwise specified by the customer. Continental breakfast, coffee services, refreshment breaks, receptions and exhibit hall catering are accompanied by biodegradable disposable service ware.

LINEN SERVICE

Tables for meal functions are dressed appropriately with 90 x 90 linens. Tables requested for à la carte services, continental breakfasts, boxed lunches, receptions and refreshment breaks as well as non-food functions may be dressed with a tablecloth for \$10+ per table. Upgraded linen packages are available.

BEVERAGE PURCHASE POLICY

We proudly serve Pepsi® products. Requests to purchase beverages on consumption will be subject to a 20% restocking fee.