

# GENERAL INFORMATION, POLICIES AND PROCEDURES

## FOOD & BEVERAGE REGULATIONS

All food and beverage items served within Phoenix Convention Center & Venues 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 90 days in advance of the first scheduled event. If the signed Service Agreement is not received at least 90 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

**Aventura requires full payment (100%) of total estimated charges prior to the commencement of services.**

Aventura accepts company checks, money orders and wire transfers as payment. Major Credit Cards are an acceptable form of payment. A 3% surcharge will be applied. An initial deposit is required at the time the Service Agreement is executed. The amount of the initial deposit varies and will be outlined in the Service Agreement. Final deposits are due prior to the commencement of services with specific due dates outlined in the Service Agreement. If payment is received within less than five (5) business days prior to the commencement of services, cash, certified funds or credit card payment will be required. All events require a completed and signed Credit Card Authorization Form on file to facilitate any on-site orders, or additions. All charges incurred on-site will be applied to the credit card at the closing of the event.

## TIMETABLES

| 90 days                                                                                   | 45 days                                                                                       | 30 days                 | 10 days                                                                                | 10 / 5 / 3 days      |
|-------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------|-------------------------|----------------------------------------------------------------------------------------|----------------------|
| signed catering services agreement and 25% of the estimated food and beverage deposit due | food & beverage specifications due. If not received, a 10% late administrative fee will apply | signed event orders due | final deposit due. a credit card authorization complete for on site orders and changes | final guarantees due |

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## ADMINISTRATIVE CHARGE\* AND SALES TAX

- All food and beverage items are subject to 24% administrative charge\* and 9.1% 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 24% administrative charge\* and 9.1% Arizona sales tax
- + indicates the addition and 9.1% Arizona sales tax
- Administrative charge\* and sales tax are subject to change without notice

## DELIVERY FEES

All catering orders or re-orders totaling less than \$100 (excluding administrative charge\* and sales tax) will result in a \$50+ delivery fee

## MEAL SERVICE

All meal services are accompanied by biodegradable disposable serviceware

## 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

## 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 \$75+ 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.

## BEVERAGE PURCHASE POLICY

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