

FOOD & BEVERAGE POLICIES

Thank you for considering the **CAROLINA FIRST CENTER** for your food and beverage needs. Food and Beverage services within the facility are provided exclusively by SAVOR... Greenville Catering by SMG. As such, no food or beverages may be brought into the facility without the written approval of the Director of Food & Beverage.

We are committed to providing the finest possible guest experience and look forward to working with you.

BOOKING PROCEDURES

The following is a time table outlining key dates for Deposits, Guarantees and Event Specific Information in order to make your event as successful as possible.

<u>DAYS PRIOR TO EVENT</u>	<u>ACTION REQUIRED</u>
Definite Decision Made -----	Signed Use License Agreement with Deposit
30 Days From Event Date -----	Signed Event Service Orders confirming menu A second deposit of 50% of estimated food and beverage charges
3 Business Days -----	Final guarantee due Insurance notification due Remaining balance of estimated food and beverage charges due

GUARANTEES AND PAYMENT

The guaranteed number of attendance is required 72 hours or **three** business days prior to the date of your function. Guarantees for events over 1000 people are needed **five** business days in advance due to the increased planning and coordination required. *A business day is defined as Monday - Friday, please see Guarantee Schedule below.* If the guarantee is not received as stated, the number specified on the contract will be your guarantee. The guarantee is not subject to reductions within the 72-hour deadline. Increases in the guarantee up to 5% may be accepted after the final guarantee is given, however, additional charges may apply. The Catering Department will make every attempt to provide the identical menu based on the availability of product. The catering department will prepare additional meals for seated functions 5% over the final guarantee up to a maximum of 25 meals, this includes vegetarian and special dietary meals.

Final payment for food and beverage services are due **three** business days prior to the event date. Payments made within **seven** business days must be by credit card (Visa, MasterCard, or American Express), certified check, or cash. Any on site adjustments will be reflected in a final invoice payable within 10 days of event date. All catered functions are subject to service charges of 20%, sales tax of 6%, and local hospitality tax of 2%.

<u>EVENT DAY</u>	<u>GUARANTEE DUE</u>
Monday -----	Wednesday by 12:00 noon
Tuesday -----	Thursday by 12:00 noon
Wednesday -----	Friday by 12:00 noon
Thursday -----	Monday by 12:00 noon
Friday -----	Tuesday by 12:00 noon
Saturday -----	Wednesday by 12:00 noon
Sunday -----	Wednesday by 12:00 noon

ROOM RENTAL CREDIT

We will apply a credit of \$.30 for every dollar spent on food and beverage toward your meeting room rental fee. This applies only to the room in which food and beverage is being served and does not include service charges or taxes.

IF YOU HAVE TO CANCEL YOUR EVENT

Cancellation of contracted service must be made in writing to the Catering Department. Deposits are non-refundable and all monies paid to date would be forfeited. Should special circumstances require you to reschedule your event, we will review specific accommodation options on a case-by-case basis.

FOOD & BEVERAGE POLICIES CONTINUED

ALCOHOLIC BEVERAGE SERVICE -IT'S THE LAW

We offer a complete selection of beverages to complement your function. The South Carolina Alcohol and Beverage Commission regulates alcoholic 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 without the written consent of the Director of Food and Beverage, nor may they be removed from the premises. All alcoholic beverages must be dispensed by an employee of the Carolina First Center. In compliance with the SCABC regulations we reserve the right to ask patrons for proper identification for alcoholic beverage service and we will refuse service to underage or intoxicated persons. Alcoholic beverages will not be served past 11:15 p.m. on Saturday evenings and will be cleared by 11:45 p.m. in accordance with state laws regulating Sunday alcohol sales. Alcohol sales on Sundays will require a permit and will have additional application fees. Security is required for social and public events that are serving alcohol. One security guard for every 150 guests is required and will be arranged by your event coordinator.

SPECIAL CONSIDERATIONS

FACILITY SERVICES

Round table seating for 10 people will be provided unless otherwise specified. Tables seated for less than 10 will require additional linen and labor fees. Seating diagrams with numbered tables are available upon request. If your event grows to more than 1,500 guests, we may need to obtain items which exceed our existing inventory. Any fees to do so will be charged to you at our cost. Requests for china in the Exhibit Hall will incur additional charges. All tables for meal functions are topped with our house linens. If you need assistance with special fabric choices, center pieces, wedding cakes, ice sculptors or floral arrangements, etc., we will be happy to provide these at an additional cost.

CAKE CUTTING

A fee of \$1.25 per person will be charged to cover the cost of additional service, china and utensils.

TIME STANDARDS FOR FOOD SERVICE

In order for us to provide proper service for your event, please refer to the meal service times below when developing an agenda for your event. Meal prices are based on the following service times. Extended service times are subject to an additional labor fee of \$35.00 per 1/2 hour per 100 people.

Breaks and Continental Breakfasts -----	30 minute service
Chilled Preset Luncheons -----	45 minute service before program starts
Hot Plated Meals w/preset salads & desserts ----	60 minutes to serve meals and clear plates
Hot Plated Meals w/ no presets -----	90 minutes
Buffets -----	90 minute service period
Receptions Before Plated Meal -----	30 - 45 minute service period
Receptions -----	90 minute service period

MENUS

In creating our banquet menus we have attempted to offer a variety of traditional and contemporary flavors with dynamic presentations. We also welcome the opportunity to create a specialized menu unique for your specific event. Due to seasonal fluctuations and acts of nature that may affect quality and availability of products, the Carolina First Center reserves the right to adjust pricing or substitute menu items to compensate for such changes.

In addition to designing menus for special events, our sales staff occasionally is asked to design a menu proposal to meet additional customer requirements. Menu proposals give special consideration to the expected attendance. Should an event's attendance fall below the original number of expected guests the menu price may be subject to change.

EXCESS PREPARED FOOD

Excess prepared food is donated, under regulated conditions, to local agencies feeding the underprivileged. For health and safety reasons, food or beverage may not be taken off premise.

By signing this document I acknowledge the food and beverage policies of the Carolina First Center

CLIENT SIGNATURE

DATE