

SAVOR... Jacksonville

Food & Beverage Policies

Savor...Jacksonville, Catering by SMG is the exclusive food & beverage provider for the Prime F. Osborn III Convention Center, Times Union Center for the Performing Arts, and the Jacksonville Veterans Memorial Arena. 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 Director of Food & Beverage. Food items may not be taken off the premises; however, excess prepared food is donated under regulated conditions to agencies feeding the underprivileged. Off premise catering is available at select locations.

Facility Services

Banquet seating will be at rounds of ten (10) guests unless otherwise specified. Banquet prices for wedding receptions and plated meals include white or ivory linens, glassware, china, and flatware for up to 1,400 plated seated guests. Numbered tables and colored napkins (2 week notice) are available upon request. All other service is on disposable service. China is available at an additional cost. For buffet banquets over 1,400 guests, additional equipment rental charges may apply.

Guarantees

The Guarantees for functions under 1,000 persons are due to the Catering Sales Manager by 12:00 noon, (Eastern Standard Time) 72 hours or (3) three business days (a business day is defined Monday-Friday) prior to the event (please see grid below). Holidays are not considered business days. For functions of 1,000 or more persons or with multiple entrees will require the final guarantees are due five (5) business days prior to the event. Guarantees given are not subject to reduction after the deadline. If the guarantee is not received as stated, the number specified on the contract will be your guarantee.

Events Scheduled For:	Guarantee Due by 12 Noon EST:
Friday, Saturday, Sunday	Tuesday prior to event
Monday	Wednesday prior to event
Tuesday	Thursday prior to event
Wednesday	Friday prior to event
Thursday	Monday prior to event

Increases in attendance given after the final guarantee deadline are subject to approval of Savor...Jacksonville and will be subject to additional charges and a 15% surcharge. The Catering Department will make every effort to service additional guests based upon availability of product and labor, however; the Catering Department will not be responsible or liable for servicing these additional guests. The Catering Department will prepare food product for seated functions 5% over the guarantee to a maximum of 30 people. Final charges will be based on the guaranteed number or the number of meals served, whichever is greater.

Beverage Service

We offer a complete selection of beverages to compliment your function. The Florida Alcohol and Beverage Commission regulates alcohol and beverage services. As the licensee, Savor...Jacksonville is accountable for the administration of these regulations. Alcoholic beverages may not be brought onto the premises from outside sources. Savor...Jacksonville requires that all alcoholic beverages be dispensed only by Savor...Jacksonville employees or agents. Savor...Jacksonville's alcoholic beverage license requires the request of proper identification (photo ID) of any person of questionable age and refuses alcoholic beverage service to any person, who in Savor...Jacksonville's judgment, appears intoxicated. Alcoholic beverages may not be removed from the premises.

Menus

The following menus are designed as guidelines to assist you in the selection of your food and beverage services. Please note that your Catering Sales Manager and Executive Chef welcomes the opportunity to customize menus and services to create specialty or thematic events.

Pricing

A 20% service charge will be applied to all food and beverage sales (including alcohol). A 7.00% State of Florida sales tax will be applied to all food, all beverages, labor, service charges, and rental equipment. Service charges are taxable in the State of Florida.

If your organization is tax exempt, a 501 (c)(3) tax exemption form is due 30 days prior to the event.

Labor

To ensure quality, integrity, and safety of food and beverage products, food service duration is limited to a maximum of two (2) hours. At its sole discretion, Savor...Jacksonville reserves the right to extend or further limit this timeframe.

Catering personnel are scheduled in four-hour shifts for each meal period. These shifts include set-up, service and breakdown. Events requiring additional time for service will incur an overtime charge of \$25.00 per wait staff per hour. Should your event ending time be delayed more than 30 minutes, a labor charge will be added including event staff overtime charged by the full hour.

There is a charge of \$75 for each Bartender, Station Attendant, and Carver required. The number of Bartenders, Station Attendants, and Carvers are based on one attendant per 100 guests.

Services for Under 25 Guests

A labor/set-up charge of \$50.00 will apply for all meal functions of 25 guests or under.

Contracts

A signed copy of the Catering Policies, Contract, and Banquet Event Order (BEO) and deposit must be returned by the date specified within the contract and returned to the offices' of Savor at 1000 Water Street, Jacksonville, Florida 32204. The signed contract and BEO with its stated terms constitutes the entire agreement between the client and Savor...Jacksonville.

Payment

A deposit of \$1,000 or 25% (whichever is greater) of the estimated food and beverage charges is due to book or hold space for a food and beverage event along with the signed contract. 100% of estimated charges are due by the date specified in the Catering Contract to guarantee services. Any increases in final guarantee (above 5%) are due and payable prior to the start of services. The Catering Department does not extend credit or direct billing. Services will not be performed without the required full prepayment and a signed contract on file in our office. A late fee of 10% or \$300 (whichever is greater) will be assessed on the remaining balance not paid by the due date on the Catering Contract. Acceptable methods of payment are: Company Check, Cashier's Check, Visa, MasterCard, America Express or Cash. Credit card amounts in excess of \$25,000 will be subject to a 3% convenience fee. Please make checks payable to Savor. We request that you have a credit card on file for any additions to your orders and/or other variable charges. Any on-site adjustments or replenishments of contracted catering services will be reflected in a final invoice, payable within ten (10) days of receipt. Payment received after ten (10) days from receipt of invoice will be subject to a 15% late fee.

Cancellation Policy

Cancellation of contracted Food & Beverage services must be made in writing a minimum of four weeks prior to the scheduled function. If the event is cancelled less than fourteen days, but more than seventy-two hours (3 business days) prior to the event, a fee of 75% of the total estimated services will be charged. Any event cancelled less than 72 hours (3 business days) prior to the event would incur 100% of the estimated charges. This policy does not amend or affect any applicable space contract provisions.

Client Signature

Date