

*flexibility to meet our clients' needs, commitment to the environment, and the finesse to exceed expectations*

### **Event Planning Timeline**

There are some important decisions for you to consider regarding the catering and execution of your event. Your Catering Sales Manager is ready to assist you in making these decisions a seamless part of your planning. The timeline below will help you in creating the environment and presentation needed for a successful event.

- 45 days prior to your event we request an initial order. At this time you will be issued a catering agreement and it will be due 10 business days from issue date along with a required deposit based on 25% of estimated total.
- 30 days prior to your event you must provide catering locations, approximate numbers of guests and finalized menu choices.
- 15 business days prior to your event we require guest guarantee minimums. Once minimums are stated, they can increase, however they cannot be reduced.
- 10 business days prior to your event full payment based on guest count minimums is due.
- 3 business days prior to your event the final guest count is due along with any remaining balance.

### **Contracts, Deposits, and Payments**

Once initial contact and event information is communicated to your sales manager you will receive a contract for the entire event. We require a signed copy of the contract and a deposit of 25% of your estimated total to be in our office no less than fifteen (15) business days prior to your event. You will be issued catering sales orders for each service. Signed copies of the sales orders are due prior to your event. A guarantee payment is required for all functions. We require full payment due 10 business days prior to your event based on your contracted attendance. We request that you have a credit card on file for any additions to your orders. You may finalize your account by company check, cashier's check, Visa, MasterCard, American Express or cash. The Catering Sales Department will process/pre-approve your credit card for any estimated balance due five (5) business days prior to your function date. Amounts in excess of \$25,000 must have actual credit card present to be swiped and will be subject to a 3% convenience fee. Any on-site adjustments, additions or replenishments of contracted catering services will be reflected in a final invoice, payable upon conclusion of the event.

### **Guarantees**

When providing your initial order, minimum estimated attendance guarantee must be communicated to the Catering Sales Department. Contract minimums and full payment prior to your event will be based on the minimum estimated attendance.

A final guaranteed attendance figure must be communicated to the Catering Sales Department three (3) business days prior to your event. This figure is the number of guests for which you guarantee to pay and is not subject to reduction. We will be ready to prepare 5% over your guaranteed attendance up to 1,000 guests. For a group of 1,000 or more we will be ready to prepare 50 additional meals. Services with fewer than the required number of guests may incur a higher cost per unit and/or an additional service charge. Once minimums are stated on initial sales orders and signed, they cannot be reduced.

### **Service Charge and Sales Tax**

A 22% Service Charge and an 9.75% sales tax will be applied to all food, beverage and additional services. Please note that the Service Charge is taxable (per California State Board of Equalization Regulation #1603). All prices are subject to change.

**Labor Charges**

A \$125.00 labor fee will be charged for hosted or cash & carry services (bar or food) if posted sales do not meet a \$550.00 minimum for each four-hour increment. Any cash or hosted bar will need to be staffed by a trained bartender and the \$125.00 labor fee will apply. 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.

**Delivery Fees**

A delivery fee of \$25.00 will be applied per order to services of guest counts under 25 or under \$550.00. Services requested prior to 6:30am and after 9:00pm will also be assessed a delivery fee.

**Late Charges**

Initial orders not received within 10 business days of your event will be subject to 15% surcharge

**Beverage charges based upon consumption**

Beverage charges based upon consumption apply only to each order that is a quantity of 25 beverages or more. Orders less than 25 beverages are based upon the actual amount ordered. If the total amount of consumed beverages ordered is less than 50% of the initial order, a restocking fee of 25% of the cost of the remaining non-consumed beverages will apply.

**Service Locations at our Facility**

Savor...Catering by SMG is delighted to be able to offer our food and beverage services in any of the meeting rooms, ballrooms, exhibit halls or lobby spaces of the Long Beach Convention & Entertainment Center. Please keep in mind the services ordered for specific locations are to be served and consumed in those locations. Services may not be moved to an additional location after the start time listed on your sales order. Services requested for additional locations will be placed on a new sales order at the price point of the initial order.

**Outside Food & Beverage**

Savor...Catering by SMG is the sole provider of food and beverage at the Long Beach Convention and Entertainment Center and the Aquarium of the Pacific. Patrons, exhibitors or attendees may not bring food or beverage of any kind into the facility to any event. Please contact your Catering Sales Manager for food sampling guidelines and any other dietary needs (Kosher, etc.).

**Vegetarian Meals**

We ask that three (3) business days prior to your event an anticipated vegetarian guest count be given with your guarantee. Vegetarian meals will be charged at the same price as the selected menu. We traditionally prepare 2% of your guaranteed guest count for vegetarians unless otherwise notified.

**Additional Catering Arrangements**

Our Catering Sales Department will be happy to arrange for flowers, entertainment, ice carvings, as well as custom linens, theme props and décor. From a small intimate dinner in one of our banquet rooms to a gala event in our Grand Ballroom, our Catering Sales Department will be happy to discuss all of the options available and approximate costs.