



POLICIES AND PROCEDURES

Exclusivity

Centerplate has been awarded the exclusive contract to provide all food and beverage served in the Las Vegas Convention Center and Visitors Authority. All food and beverages, including water or staff meals, must be purchased from Centerplate.

Centerplate is committed to working with our clients on any items they request outside of our standard menu including but not limited to specialty branded or logoed items or unique and custom requests. Centerplate will allow a favor bowl such as shown below however any additional crowd draws will be required to come from Centerplate.



Pre-show bottled Water Program

As a partnership with the shows visiting Las Vegas Convention Center, Centerplate is pleased to offer discounted rate cases of bottled water 2 days prior to the shows, during show move in. Attendees/EAC's may purchase discounted water by the case at \$25 flat rate at designated locations. The service is pick up only with no limit to the number of cases that can be purchased.

Successful Together

Count on your dedicated Catering Sales Professional to assist you in your pre-planning activities and communicate your goals to our operations team. Together, we will execute all services to your delight and satisfaction. Items that can ensure success of the events are below:

- Submit your orders in a timely manner to be finalized and reviewed *prior* to the deadline on the exhibitor kit.
 - Upon receiving your order Centerplate reviews and completes a contract and event orders for review and signature by the booth contact. This requires time to complete prior to the deadline.
- Read all fine print below each item on the BEO for requirements to be supplied by exhibitor and the timing of these requested items
- All Catering Orders MUST be finalized and paid in full on or before the Deadline date (15 days prior to the start of the show) _____
 - Preferred payment method- Wire Transfer/Company Check.
 - Credit Card is always required on file
- Submit diagrams of booth space or meeting room to better help with onsite placement
- Inform Catering Sales Manager if your booth has 2 levels as logistics and preplanning is required to facilitate services on the second level.
- If you will not be on site, please be sure your onsite contact has been given all the most recent copies of the orders and our catering to-go information.
- After deadline the Catering to-go menu is offered for those looking to cater their event but have missed the deadline:
 - The menu offers a la carte breakfast, lunch and reception items as well as beverage refreshments and snacks.
 - Orders are placed into our system the morning of the requested service date.
 - Additional onsite fee of 25% applies to on-site order pricing
 - All deliveries to a booth are subject to a \$35 Delivery fee + tax.
 - Due to the large facility and number of orders, each order placed can arrive within two hours prior to or after the requested time. Please plan accordingly
- Exhibitors on the show floor are required to order tables from the show contractor for their services and set up must be within the booth space, set at least one hour prior to the service. Comparable existing counter space is acceptable as well.

- Power is required for water coolers, Keurig machines and espresso machines. Power must be ordered by the exhibitor to the shows electrical provider and set at least one day prior to the service delivery.
- Bar services arrive 1 hour prior to the event start time as set up of the items takes time for us to be set and ready by the time indicated on your event order. Centerplate does not want to impede on business meetings or existing booth space so please preplan for this set up when booking bar services at specific times.

SERVICE CHARGES AND TAX

All food and beverage are subject to a 19% service charge. The subtotal of food and beverage as well as the 19% are subject to current state tax. Equipment, fees and labor are subject to 8.25% tax. All deliveries to booths are subject to a \$35 delivery fee + tax.

ALCOHOL

All alcoholic beverages must be consumed within the booth/meeting room. Centerplate does allow the max unattended amount of alcohol to be served without a Centerplate bartender

- 2 cases of beer OR 8 bottles of wine OR 1 case of beer and 4 bottles of wine
 - Any amount above this or orders involving spirits are required to have a Centerplate bartender present during service

All alcohol unless approved in advance is required to be supplied by Centerplate. NO alcohol can be removed from the Las Vegas Convention Center and Visitors Authority at any time. The consumption of alcoholic beverages by intoxicated guests, or guests appearing to be intoxicated, is prohibited. As a host of all users of your booth or meeting room, you are responsible for the appropriate and lawful consumption of alcohol by your guests. You must ensure that all guests who consume alcoholic beverages in your booth or meeting room are at least TWENTY-ONE (21) years of age or older. We urge that you check proof of age, such as a driver's license, to be certain. In our operations, Centerplate follows a policy requiring proof of age from anyone appearing to be under the age of 30. We recommend you adopt a similar policy for your booth or meeting room. All spirits MUST be served by Centerplate personnel.

Sampling

No outside food and beverage may be distributed without prior approval, fees may apply. Concessions, water, ice, the sale of alcoholic or non-alcoholic beverages, and the distribution of snacks, treats or candies are included under this provision. All approved food and beverage sampling exhibitors are required to have hand washing/sanitation kits approved by the Southern Nevada Health District. Kits can either be brought in or purchased from Centerplate. Items dispensed are limited to products Manufactured, Processed or Distributed by exhibiting companies. If they are not Manufactured, Processed or Distributed by the company then you are not able to provide samples of food and beverage unless they are purchased through Centerplate. Food and Beverage may not be sold within LVCC. Alcohol must be purchased and dispensed by the Catering Department at the LVCC. No outside alcohol may be brought in the facility. This includes product owned or donated.

Should your needs exceed the any of the above guidelines, please reach out to your Catering Sales Manager for further assistance. We look forward to a Successful Event!