

# Kelber Catering Food Service Policies

The following general information outlines terms pertaining to food and beverage services in the Minneapolis Convention Center.

After selecting menu selection(s), a Function Contract(s) will be prepared for client's review & signature. This document represents an Agreement between Kelber Catering Inc. and the client, and is subject to the following conditions:

## DEPOSIT AND PAYMENT

1. Kelber Catering Inc., hereafter KCI, is a separate entity from the Minneapolis Convention Center.
2. Deposits and payment for food services are also separate and in addition to any deposits or payments made to the Minneapolis Convention Center.
3. Client specifications are requested a minimum of 21 days prior to the first event date
4. For any function that falls into the categories of: Religious, Social, Political, Sub Groups, New Show/Event or Exhibitor Booth Service, signed function contract(s), signed food service policies, and one hundred percent (100%) advance payment is required at least ten (10) working days prior to the 1st day of service. Personal checks are not accepted.
5. For corporate events, with approved credit, signed function contract(s), signed food service policies, and a minimum of seventy five percent (75%) deposit in advance on the estimated total at least ten (10) days prior to your 1st function date is required. If this payment time is missed, KCI will require full payment no later than 5 days prior to the event.
6. Any amounts paid on estimated charges, which are in excess of the actual final billing, will be refunded promptly.
7. All billings are due and payable upon receipt. Any charges not paid within 30 days of billing date will be subject to late payment charges of one and a half percent (1.5%) per month, beginning after thirty (30) days.
8. KCI accepts MasterCard, Visa, Discover and American Express for up to a maximum of ten thousand dollars (\$10,000.00), per event.
9. Meeting Planner Use: When a meeting planner service is being utilized, the client utilizing the planner group will be considered the ultimate responsible party for full payment.

## GUARANTEES

10. A preliminary guarantee is required when your menu selections are made. Custom menus may require earlier guarantees. A firm guarantee for meals (including multiple entrée menu breakdowns) is required no later than seventy two (72) hours or three (3) business days, excluding weekends, prior to the event date. Groups of 1500 guests or more will require, guarantees will be due 5 business days, excluding weekends, prior to the event date.

Final scheduled guarantee due date by twelve o'clock (12:00) Noon is as follows:

Day of event	Day guarantee is due (excluding Holidays)
Monday	Preceding Wednesday
Tuesday	Preceding Thursday
Wednesday	Preceding Friday
Thursday	Preceding Monday
Friday, Saturday, Sunday	Preceding Tuesday

11. It is the policy of KCI to prepare an overage of five percent (5%) or up to a maximum of thirty (30) entree meals and their appropriate accompaniments (a la carte items NOT included), over the guarantee, whichever is less. These are considered "extra meals". KCI reserves the right to prepare vegetarian or near-comparable food substitutions within this overage (KCI's standard is half of the overage in vegetarian meals and the other half in near-comparable food substitutions). The client will not be charged for the extra meals, unless they are served to attendees.
12. Pre-set food and beverage items above final guarantee (not including overage) will be charged at a la carte pricing.

13. Special meals lists must be submitted one (1) day prior to guarantee due date. Physician Directed Meal lists not received within the timeline for guarantees will be considered additional meals above the final guarantee. Additional special meal requests may incur an additional two dollar and fifty cent (\$2.50) fee plus tax and service charge above the per person menu price. Special meal requests onsite will be charged an additional four dollar (\$4.00) fee plus tax and service charge above the per person menu price.
14. Kosher, Organic and certain Physician Directed Meals will be charged at a minimum of forty five dollars (\$45.00) each plus tax and service charge, or more, depending upon request.
15. Work orders, assigning of personnel, and ordering of food provisions cannot be made until an authorized signed contract and sufficient payment/credit agreements have been made. Failure to adhere to the guarantee timeline (outlined in Section 10) may impact event staffing.

### **CANCELLATIONS**

16. Cancellation of an event within the seventy two (72) hour guarantee period will result in KCI retaining 100% of the deposit amount. Additional charges may apply up to 100% of billing.  
If an event with customized menus is cancelled within 10 business days of the event, 100% of the estimated billing is due.

### **SERVICE CHARGES AND APPLICABLE TAXES**

17. A service charge of twenty two percent (22%) is applied to all food and beverage orders. This charge is not the property of any one (1) employee and is dispersed in accordance with our Union Collective Bargaining Agreement. The resulting total is also subject to an eleven point zero two five percent (11.025%) sales tax.
18. Alcoholic Beverage purchases are subject to a thirteen point five two five percent (13.525%) sales tax.
19. Tax exemption: the client will be responsible for completing a Certificate of Exemption Form. Completion of this form does not signify KCI accepts exemption. For questions concerning exemption please visit: [http://www.revenue.state.mn.us/businesses/sut/Pages/Nonprofit\\_ES.aspx](http://www.revenue.state.mn.us/businesses/sut/Pages/Nonprofit_ES.aspx)

### **MENU PRICING**

20. All menu pricing will be guaranteed by the 1st of December for the following calendar year, with the exception of market priced items and custom created menus. KCI reserves the right to designate "Market Price Item" to any item that may be subject to unforeseen substantial increases of 15% or more to the cost of an ingredient.

### **EVENTS OVER 1,500 GUESTS ARE CONSIDERED SPECIAL EVENTS**

21. Functions of 1,500 guests or more are considered "special events". These events require customized menus due to the logistical planning involved, as well as additional labor and equipment needed to successfully orchestrate such events. Due to these requirements, groups of 1500 guests or more will require, guarantees will be due 5 business days, excluding weekends, prior to the event date.

### **SERVICE AREAS FOR FOOD FUNCTIONS**

22. It is the responsibility of the client to ensure that adequate space is available for food service areas when designing the floor plan for meal functions. It is also the responsibility of the client to provide pipe and drape for these food and beverage service areas in the Exhibit Halls.

### **CONDITIONS SUBJECT TO ADDITIONAL CHARGES**

23. Any of the following circumstances may result in additional charges. Please contact your Catering Sales Manager for specific pricing.
  - a. Events exceeding ninety (90) minutes may incur additional charges.
  - b. Less than two (2) hours allowed for food and beverage set-up (room set-up by Convention Center must be complete).
  - c. A room set that requires the room to be set more than Thirty (30) minutes prior to start of an event.
  - d. Pre-setting of additional place settings (hardware) requested above the overage set.
  - e. Multiple entrée selections: two (2) entrée selections incur a two dollar (\$2.00) additional charge per guest and three (3) entrée selections incur a three dollar and fifty cent (\$3.50) additional charge per guest. This fee does not apply to vegetarian entrée selections.
  - f. Special orders such as flowers, centerpieces, ice carvings, etc.
  - g. Bar Minimums: A bartender charge of one hundred and fifty dollars (\$150.00) per three (3) hour shift, per bartender will be waived if sales per bartender are five hundred dollars (\$500.00) or greater.

- h. Functions of twenty five (25) persons or less which require wait staff (not including the five percent (5%) overage). This fee is seventy five dollars (\$75.00).
- i. Damage or loss of equipment attributed to a member/attendee of the function.
- j. Other special requests or room change-overs not previously agreed upon and shown on the Function Contract.
- k. Changes made to Banquet Event Orders within 72 business hours of event date.
- l. A minimum order of one hundred dollars (\$100.00) is required on each Function Contract or a fifty dollar (\$50.00) charge will apply.
- m. Distribution of materials: KCI will place up to two (2) items at no charge at each setting as supplied by client. A twenty five cent (\$0.25) fee will be charged per additional item. Any items left after room set is completed will be returned to client prior to the start of the event. Client is responsible for all items including pre-set items on guest tables upon completion of room set. Upon request, KCI will make a reasonable attempt to collect any pre-set items after event and return to client. KCI will not accept responsibility for items stored after event. Client must remove materials upon departure.

**TICKETING**

- 24. If the client intends to issue meal tickets and does not intend to supply personnel to collect tickets, KCI will attempt to collect tickets on behalf of the client as meals are served; however, KCI must charge for the number of meals actually served, or the guarantee, whichever is greater, even if the tickets collected do not equal the number served.

**FOOD RESTRICTIONS**

- 25. The Minneapolis Convention Center Management does not permit outside food or beverages onto the premises. All food and beverages served or consumed on the premises must be purchased, served and prepared by KCI.
- 26. The Minneapolis Health Department prohibits the packaging and/or removal of leftover foods from the premises. At the conclusion of the function such food and beverage becomes the property of KCI. All non-consumed food is donated to a local food shelf, and all other usable food waste is collected and donated to a local hog farm.

**DISCLAIMER**

- 27. KCI cannot be held responsible for any food or beverage related injuries or illness resulting from food or beverages not prepared by KCI.
- 28. KCI cannot be held responsible for any damage or loss of any merchandise or personal belongings placed or left in food function areas.
- 29. "Act of God": KCI shall not be liable for non-performance of this contract when such non-performance is attributable to labor disputes, accidents, government (Federal, State or Municipal) regulations, restrictions upon travel or transportation, non-availability of food, beverage, or supplies (including unforeseen product cost increase and/or unforeseen shortages/recalls), riots, national emergencies, acts of God, and other causes whether enumerated herein or not, which are beyond the reasonable control of KCI, through preventing or interfering with the catering company's performance. In such event, KCI shall not be liable to the customer for any damages, either actual or consequential which may result from such non-performance.

By signing below, the client acknowledges receipt of the "Kelber Catering Food Service Policies" and agrees to all conditions. Changes to Function Contracts are subject to additional charges. **Signed KCI Food Service Policies must be returned no later than 10 business days prior to first event date (only necessary to return third (3) page.**

**Client Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_