

# General Information

## **POLICIES AND PROCEDURES**

**PLEASE TAKE THE TIME TO FAMILIARIZE YOURSELF WITH OUR POLICIES.**

**The Las Vegas Convention Center is renowned for its impeccable, world-class service, truly delectable cuisine and superb selection of menus that can be customized to any event or special occasion. Whether it's a casual brunch, an elegant sit-down dinner or a reception featuring vibrant international cuisine, our culinarians will use only the finest and freshest ingredients to create a truly extraordinary dining experience for you and your guests. From first course to last, we are committed to providing Craveable Experiences with Raveable Results.**

**In keeping with attention to every detail, we offer the following information to facilitate your planning. 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.**

### **EXCLUSIVITY**

We maintain the exclusive right to provide all food and beverage in the Las Vegas Convention Center and Visitors Authority. All food and beverages, including water, must be purchased from us.

### **FOOD AND BEVERAGE PRICING**

A good faith estimate of food and beverage prices will be provided six (6) months in advance of the event's start date and will be confirmed at the signing of the contract. However, certain environmental factors may affect pricing such as the Nevada drought. Prices are based on current market availability and cost, which fluctuate and are subject to change. Your catering manager will work with you to make product substitutions due to any of the above listed scenarios, or any other scenario which dramatically affects the price of the food and beverage for the event.

### **SERVICE CHARGES AND TAX**

A 19% service charge will apply to all food and beverage charges. Current state and local sales taxes apply to all food, beverage, labor charges, equipment rentals and service charges, and are subject to applicable tax laws and regulations.

A service charge of 19% is added to your bill for this catered event/function (or comparable service). 19% of the total amount of this Service Charge is a "House" or "Administrative Charge" which is used to defray the cost of set up, break down, service and other house expenses. 90% of the total amount of this service charge is distributed to the employees providing the service as a gratuity. You are free, but not obligated, to add or give an additional gratuity directly to your servers.

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## **POLICIES AND PROCEDURES** continued

If the customer is an entity claiming exemption from taxation in the state where the facility is located, the customer must deliver to us satisfactory evidence of such exemption thirty (30) days prior to the event in order to be relieved of its obligation to pay state and local sales taxes.

### **PAYMENT POLICY**

100% payment is due in advance. A 90% deposit and signed food and beverage contract is due 30 days prior to your event or upon receipt of the preliminary invoice. The remaining balance will be due five (5) business days prior to the start of your event. The balance and any additional charges incurred during the event, is required within 15 days following receipt of the final invoice. We will begin to accrue 1.5% interests from the date of the invoice if not paid within 15 days. Additionally, any costs of collection and enforcement of the contracted services will be the responsibility of the customer. The preferred method of payment is by wire transfer or company check. In addition, we require a credit card on file for all onsite orders and additional charges.

For social events (non-convention related), a 25% deposit is required upon signing the contract. An additional deposit of 50% of the total estimated food and beverage is required 45 days in advance of the event. The remaining balance of payment is required 72 business hours prior to the event by either Cashier's Check or Credit Card. Any additional charges incurred during the function will be due upon completion of the event.

### **CHINA SERVICE**

In all carpeted meeting rooms and ballrooms, china service will automatically be used for all plated meal services.

If china is preferred for food and beverage events located in the exhibit halls, Sails Pavilion or Outdoor Terraces, the following fees will apply:

- Breakfast, lunch, receptions and dinners: \$6.00+ per person, per meal period.
- Refreshment or coffee breaks: \$3.00++ per person, per break.

In our continued determination to further our green efforts, we use a compostable, biodegradable and sustainable set of disposable ware. Please speak to your catering sales manager for additional disposable options.

### **LINEN SERVICE**

We provide in-house linen for meal functions with our compliments, excluding break services. Additional linen fees will apply to specialty linens. Our catering sales manager will be happy to offer suggestions for your consideration and quote corresponding linen fees.

### **CONCESSION SERVICE**

Appropriate operation of concession outlets will occur during show hours. We reserve the right to determine which carts/outlets are open for business and hours of operation pending the flow of business. For additional concession carts/fixed outlets, a minimum guarantee in sales is required per cart/outlet or customer will be responsible for the difference in sales per cart/outlet.

# General Information

## **POLICIES AND PROCEDURES** continued

### **DELIVERY**

Due to the magnitude of our catering events, all service will be delivered within a window of one hour based upon the requested time of service. If you would like to guarantee delivery times, then a dedicated server is required and applicable labor fees apply. A \$35.00 delivery charge or trip charge will apply to each food and beverage delivery for all exhibit booths inside of the convention center. All booths located outside of the convention center will have a \$50.00 delivery charge or trip charge for each food and beverage delivery. Please allow a minimum of two hours for all on-site and unscheduled replenishment requests during the show.

### **DELAYED OR EXTENDED SERVICE**

On the day of your event, if the agreed upon beginning or ending service time of your meal changes by 30 minutes or more, an additional labor charge of \$1.50+ per attendee will apply, per each ½ hr.

Should your event require extended service time, often necessitated by high-security functions, an additional labor charge of \$1.50+ per attendee will apply, per each ½ hour of additional service.

All meal pricing includes a maximum of two hours of service time per function. Should your event require extended service time, an additional labor charge of \$1.50+ per attendee will apply, per each ½ hour.

### **HOLIDAY SERVICE**

There will be an automatic additional labor fee for food and beverage service or preparatory days on the following Federal holidays: New Year's Eve and Day, Martin Luther King Jr. Day, President's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.

At the time of booking the event(s), we will notify the customer of estimated labor fees based on the information supplied by the customer.

### **GUARANTEES**

The customer shall notify us, no less than fifteen (15 business days (excluding holidays and weekends prior to the event, the minimum number of persons the customer guarantees will attend the event (the "guaranteed attendance"). There may be applicable charges for events with minimal attendance.

If customer fails to notify us of the guaranteed attendance within the time required, (a) we shall prepare for and provide services to persons attending the event on the basis of the estimated attendance specified in the BEO's, and (b) such estimated attendance shall be deemed to be the guaranteed attendance.

We will be prepared to serve five percent (5%) above the guaranteed attendance, up to a maximum of 30 meals (the overage). Overage applies to plated meal services only.

# General Information

## **POLICIES AND PROCEDURES** continued

- If this overage is used, the customer will pay for each additional person at the same price per person/per item, plus applicable service charges and sales tax.
- Should additional persons attend the event in excess of the total of the guaranteed attendance plus the overage, we will make every attempt to accommodate such additional persons subject to product and staff availability. Customer will pay for such additional persons and/or a la carte items at the same price per person or per item plus the service charge and local taxes.
- Should the guaranteed attendance increase or decrease by 33% or more from the original contracted number of guests, an additional charge of 20% per guaranteed guest may apply.

Meal functions of 2,500 and above are considered “Specialty Events” and may require customized menus. Your catering sales manager and our executive chef will design menus that are logistically and creatively appropriate for large numbers. In certain cases, additional labor and equipment fees may be applied to successfully orchestrate these events.

The guaranteed attendance shall not exceed the maximum capacity of the areas within the facility in which the event will be held.

## **SECURITY**

At the discretion of the Las Vegas Convention Center and Visitors Authority, in order to maintain adequate security measures, the customer may be required to provide security for certain functions. Security personnel will be at the customer’s sole expense. Please consult your event manager for details.

## **ALLERGIES**

We cannot guarantee that cross contact with allergens will not occur and cannot assume any responsibility or liability for a person’s sensitivity or allergy to any food item provided in our facility.

## **LABOR**

All labor is scheduled at four hour minimum. After eight hours, the hourly labor rate increases to time and one-half. After twelve hours, the hourly rate increases to double time. Our union service personnel are entitled to two 15 minute and one 30 minute break per eight hour shift.

- **Food Server, Runner, Bus Person, or Attendant:**  
\$120.00 (4-hr minimum)      \$30.00 – per additional hour
- **Culinary Attendant or Bartender:**  
\$180.00 (4-hr minimum)      \$45.00 – per additional hour
- **Booth/Meeting Room Manager:**  
\$600.00 – per 8 hours      \$75.00 – per additional hour
- **Personal Chef:**      \$600.00 – per 8 hours

# General Information

## **POLICIES AND PROCEDURES** continued

### **ALCOHOL**

As the exclusive provider of alcoholic beverages at the Las Vegas Convention Center and Visitors Authority, we take very seriously the need for responsible and lawful consumption of alcohol and we ask that you do the same.

All hosted bars are based on consumption, unless otherwise contracted. For hosted bars, a guaranteed minimum sales threshold of \$650.00(++) per bar per four hours is required.

For retail bars and ticketed/retail bars, a guaranteed minimum sales threshold of \$950.00(+) per bar per four hours is required.

For ticketed bars, a guaranteed minimum sales threshold of \$650.00(++) per bar per four hours is required.

All bar services lasting more than four hours will incur an increased minimum sales threshold. If the minimum guarantee is not met, you will be charged the difference between the consumption and the minimum guarantee. The requirements and expectations of any customer with regard to the service of alcoholic beverages at the Las Vegas Convention Center and Visitors Authority are as follows:

- 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, we follow 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 alcoholic beverages must be consumed within the booth or meeting room. 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.
- All spirits must be served by our catering personnel.

Las Vegas destination pictures credit of the Las Vegas Convention and Visitors Authority News Bureau.



## Food and Beverage Sampling Policy and Guidelines



Centerplate is the exclusive catering company at the Las Vegas Convention Center and is looking forward to serving all your catering needs. As such Centerplate is responsible for the safety of all food and beverage consumed, prepared and dispensed on property. At times specific business needs will require an exception to this exclusivity therefore the following guidelines have been provided.

- ✓ Outside food and beverage is prohibited unless the exhibitor is the owner, manufacturer or distributor of the product. The product must be germane to the show and be approved by Centerplate in advance. Outside food and beverage not approved by Centerplate is prohibited. This includes but is not limited to bottled water, bags of ice, alcoholic or non-alcoholic beverages, crew meals and packaged snacks etc.
- ✓ Southern Nevada Health Department requires the full set and use of a hand washing and sanitation station when sampling or preparing unwrapped food/beverage. You may provide your own station or purchase from Centerplate. {see page 2}
- ✓ A certificate naming Centerplate as additionally insured in the descriptions of operations box must be submitted to the Catering department at the Las Vegas Convention Center from each sampling client with the following:
  - General liability (\$1,000,000)
  - Workers Comp (\$1,000,000)
- ✓ Detailed information regarding sampled product must be communicated to Centerplate no later than 3 weeks prior to the show via the Food and Beverage Sampling/On Site Preparation Approval Form. {see page 2}
- ✓ Food preparation using heating/kitchen services must be disclosed to the Catering department and the Las Vegas Convention Centers Fire Prevention Team by the show deadline (refer to exhibitor kit for exact date). All heating elements are subject to approval. A description of size/equipment/processing procedure is required
- ✓ Cash handling and point of sale food and beverage transactions not operated by Centerplate are not permitted. Order taking is permitted.\*
- ✓ Alcohol must be purchased and dispensed by the Catering Department at the LVCC. No outside alcohol may be brought into the facility. This includes product owned or donated product.\*
- ✓ The Southern Nevada Health District considers the use of CBD oil in food to be an adulterant, which is prohibited.

**Thank you for your attention to the above guidelines.  
It is our pleasure to serve you!**

*\*Please contact your Catering Sales Representative for more information.*



# Food and Beverage Sampling / On-Site Preparation Approval Form

**DO NOT include any credit card or personal information with this form**

Centerplate and the Las Vegas Convention Center (LVCC) requires specific information for all on-site food and beverage preparation and dispensing to ensure compliance with Southern Nevada Health Department and Fire Safety Codes



Show Event Name:	
Booth Location (Hall or Lot/Booth or Meeting Room Number)	
Onsite representative:	
Onsite Cell:	
Onsite Email:	
Proprietary Product to be Sampled: Sampling products containing THC or CBD is prohibited*	

Company Name	
Contact Name & Title:	
Billing Address:	
City, State, Zip:	
Main Phone:	
General Email:	

### CHOOSE ONE:

- Food:** 2oz. portion
- Non – Alcoholic Beverage:** 3oz portion - Alcoholic beverage sampling requires prior approval as specific laws and policies apply. Please speak with your Centerplate sales representative for further information.
- Demonstration:** An exhibitor who does not manufacture, distribute or hold sole proprietorship of sampled product but wishes to use food and/or beverage to demonstrate their proprietary product is considered a demonstration. Please check here and a Centerplate Sales representative will be in contact.

### WILL YOU BE COOKING OR HEATING FOOD

- No
- Yes, an LVCVA Fire Prevention coordinator will be in contact
- Please list the heating or cooking equipment to be used:

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- By submitting this form, I acknowledge I have read and understand the food and beverage policies at the LVCC.

**Email completed form to: [foodprepandsample@lvcva.com](mailto:foodprepandsample@lvcva.com)**

Approval from both LVCC and Centerplate must be received prior to finalizing your plans.

**DO NOT include any credit card or personal information with this form.**

A Centerplate representative will follow up with you on any balance due. All policies will be strictly managed by the LVCC, Centerplate, and the Southern Nevada Health Department.

### HANDWASHING SANITATION KIT:

Nevada Health Law requires use of a hand washing and sanitation station when sampling or preparing food/beverage. You may provide your own station or purchase from Centerplate.

Will you be purchasing a hand washing and sanitation kit from Centerplate?

- Yes, A Centerplate Sales Representative will reach out
- No, I will provide my own

\*Please contact your Catering Sales Representative for more information.