

Knoxville Convention Center

Food & Beverage Policies

SMG is the exclusive food & beverage provider for the Knoxville Convention Center and Knoxville Convention & Exhibition Center. No food or beverage of any kind will be permitted to be brought into the facility by the patron or patron's guest or invitees. Food and beverage items may not be taken off the premises; however, excess prepared food is donated under regulated conditions to agencies feeding the underprivileged at SMG's sole discretion. Sampling and/or distribution of food or beverage by any exhibitor or vendor must be approved by the Food & Beverage Director two weeks prior to any function, must complete an authorization request provided by the Catering Department and will require a temporary Health Permit from the City of Knoxville. SMG reserves the right to adjust, waive or modify exclusivity of these policies related to move-in and move-out of the facility for tradeshow, consumer or related events.

Guarantees

The guaranteed number of attendees is required 72 hours or 3 business days prior to the date and time of the function. A business day is defined as Monday-Friday by 12:00 noon. If the guarantee is not received as stated, the number specified on the contract will be your guarantee. The guarantee is not subject to reduction after the 72-hour deadline. Increases in attendance given after the final guarantee may be subject to 20% surcharge over the selected menu price. 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. Additional seating will only be placed if needed. Pre-set salads and desserts will only be provided for the guarantee. Any oversight to include the 5% overage will be charged accordingly.

Beverage Service

We offer a complete selection of beverages to complement your function. The Tennessee Alcohol & Beverage Commission regulates alcohol and beverage service. As the licensee, we are responsible for the administration of these regulations. Alcoholic beverages may not be brought onto the premises from outside sources. In compliance with TABC regulations, we reserve the right to ask patrons for proper identification for alcoholic beverage services, and we reserve the right to refuse alcohol service to intoxicated or underage persons. 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 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, beverage and related services. A 9.25% sales tax will be applied to all food, non-alcoholic beverages, labor, service charges, rental equipment and floral arrangements.

Labor

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 server per hour.

Client Signature

Date

Knoxville Convention Center Food & Beverage Policies (cont.)

Holiday Business

Due to the demand of catering service during the holiday season, our deposit and contract policy is modified for this special time of year. Your Catering Sales Manager will discuss contract and deposit policies for the holiday season.

Contracts

If you are planning to include Food & Beverage with your event, you will need to complete a Space Contract to hold your space in the facility. In addition, you will need to sign our Catering Policies along with the Space Contract. The deposit schedule on your Space Contract will reflect estimated food & beverage charges. The BEO is your menu order and must be signed and received by our Catering Department no less than four weeks prior to your event date. The Space Contract, Catering Policies and BEO signed by both parties, with its stated terms and deposit, constitute the entire agreement between the client and Catering by SMG.

Payment

A deposit of 25% of the estimated food and beverage charges is due to book or hold space for a food and beverage event. A deposit of 50% is due thirty days prior to the event, and 100% of estimated charges is due, along with the signed Space Contract, Catering Policies and BEO, by the date specified in the Catering Policies to guarantee services (72 hours prior to the event). Any increases in the final guarantee (above the 5% allotted) are due and payable prior to the start of services. Any on-site adjustments, additions or replenishments of the contracted catering services will be reflected in a final invoice, payable within 10 days of receipt. The Catering Department does not extend direct billing. As such, a guaranteed payment is required for all functions. You may finalize your account by Company Check, Cashier's Check, Visa, MasterCard, American Express or Cash. The Catering Department will process/pre-approve your credit card for any estimated balance three business days prior to your function date.

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 72 hours (three business days) prior to the event, a fee of 75% of the total estimated services will be charged. Any event canceled less than 72 hours (three business days) prior to the event will incur 100% of the estimated charges. This policy does not amend or effect any applicable Space Contract provisions.

Facility Services

Round table seating of ten will be provided unless otherwise specified. Seating diagrams with numbered tables are available upon request. Banquet prices include white linens, glassware, china and flatware. For banquets exceeding 1000 guests, additional rental charges may apply. China service is available in the ballroom and meeting rooms. Requests for china service in the Exhibit Halls may incur rental charges.

Security, Electrical & Insurance

This information is provided in the Event Guide. Please refer to this guide regarding these areas as they pertain to your specific event.

Decorations & Floral

Your Catering Sales Manager is available to assist you with fresh floral arrangements, thematic decorations and specialty linens to enhance your event. Additional charges will apply for these services.

Client Signature

Date