

KNOXVILLE CONVENTION CENTER - POLICIES & GUIDELINES

SMG is the exclusive food & beverage provider for the Knoxville Convention Center, Knoxville Convention and Exposition Center and World's Fair Park. No food or beverage of any kind will be permitted to be brought into the facility by the patron or patron's guests or invitees without prior written approval of the General Manager or Food & Beverage Director. Food 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 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 attendance is required 72 hours or 3 business days prior to the date and time of the function (a business day is defined Monday-Friday by 12 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 deadline may be subject to additional charges. 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.

BEVERAGE SERVICES

We offer a complete selection of beverages to compliment your function. The Tennessee Alcohol and Beverage Commission regulate 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 without prior written consent of the General Manager or Food & Beverage Director. In compliance with TABC regulations we reserve the right to ask patrons for proper identification for alcoholic beverage service, 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. Prices are subject to change.

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 waiter per hour.

HOLIDAY BUSINESS

Due to the demand of catering service during 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.

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 Banquet Event Order (BEO) contract. The deposit schedule on your Space Contract will reflect estimated Food & Beverage Charges. The BEO is your menu order and must be signed along with the Catering Policies and received by our Catering Department no less than two weeks prior to your event date. The Space Contract, Catering Policies and BEO signed by both parties, with its stated terms and deposit, constitutes the entire agreement between the client and Catering by SMG.

Please note: If Food & Beverage services are added after the Space Contract is issued, it will be included on an addendum to the contract with modified deposits indicated.

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 contract, by the date specified in the Catering Contract to guarantee services (72 Hours Prior to the event). Any increases in final guarantee (above 5%) 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 guarantee 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 due 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 seventy-two hours (3 business days) prior to the event, a fee of 75% of the total estimated services would be charged. Any event cancelled less than 72 hours (3 business days) prior to the event would 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 guest additional rental charges may apply. China service is available in the Ballrooms and meeting rooms. Requests for china service in the Exhibit Halls may incur rental charges.

SECURITY, ELECTRICAL AND INSURANCE

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

DECORATIONS AND FLORAL

Your Catering Sales Manager is available to assist you with fresh floral arrangements, thematic decorations and specialty linens to enhance your event.