

SAVOR...

Policies & Procedures

Food Delivery

All food and beverage orders will be available for delivery to your suite approximately 60 minutes before the event opens to the general public. To insure a high quality product when you arrive in your suite, cold food items will be placed one hour prior to the event. Hot food items will be placed 30 minutes prior to the event. However, our flexible staff can deliver hot or cold food at the times that best suit your needs. All food items will be removed from your suite at the conclusion of the event.

Equipment & Supplies

Suites will be supplied with all of the necessary accouterments: knives, forks, spoons, plates, cocktail and dinner napkins, glassware, corkscrew, and salt & pepper shakers. We recommend that supplies be kept in the same location to facilitate replenishment. "Liquor cabinets" and "refrigerators" will be **locked** unless we are advised otherwise. Should you desire to entertain on china, silverware, or glassware, please contact the Food & Beverage Manager.

Advance Menu Ordering

To help deliver the best food and beverage service possible, your food and beverage orders must be placed 5 business days prior to the event (a business day is defined as Monday-Friday before 12 noon EST). We have included an order form with this menu packet. You may order via fax or email.

Fax: 704-920-3999

Email: baklapish@cabarrusarena.com

Should circumstances prohibit placement of your order before the 5 day deadline, there is a limited selection of menu items still available for you on the "Event Day Menu".

Event Day Ordering

An Event Day Menu is available should you wish to place your order after the 5 business days prior to the event deadline. You may place your order for an event by contacting the Food & Beverage department via fax or email. Event Day Menus are available in your suite. Event Day orders must be received in the Food & Beverage office by 12 noon EST if the suite holders want food items upon arrival. Any food or beverage ordered during an event by someone other than the Suite Administrator or Authorized Account Signers will require payment by credit card or cash at the time of order placement.



Symbol on the menu denotes items available for day of event ordering

Personalized Services

During events, a suite attendant will be assigned to deliver your food and beverage orders, take additional orders, and periodically assist in maintaining your suite. However, should you desire a dedicated suite attendant or bartender to remain exclusively in your suite for an event, please contact the Food & Beverage Department at 704-920-3968. An advance notice of 3 business days is required for these services. The cost for a private attendant is \$125.00 (4 Consecutive Hours) per event.

SAVOR... Policies & Procedures - Continued

Alcohol Policies

Full ranges of options are listed for you in our “Beverage Section” of the menu. It is suggested that you establish a desired “par stock” (minimum inventory) of beer and soft drinks for your suite.

A par beverage stock is the restocking of beverage and bar needs per your specifications. This service helps ensure that you and your guests have adequate beverage on-hand and available immediately upon arrival at your suite.

The par bar policies are as follows:

1. The Suite Holder must agree, in writing, to establish a par bar in the suite.
2. By agreeing in writing, the suite holder agrees to pay for any items consumed during the event.
3. All liquor bottles will remain locked until taken out upon authorized request (only authorized signers will be permitted to access liquor unless pre-arranged by the suite holder).
4. Beer, Wine, Juices, Mixers, and Sodas may be part of the par bar. They will be inventoried nightly and charged by the piece. Therefore, you will only be charged for exactly what was consumed. These items cannot be locked up or removed from your suite, so they will be available for your suite guests consumption while they are in your suite.
5. Par Bar billing is added to your BEO (Banquet Event Order) at the end of the event and then closed as requested. There is no way to provide a copy of the par bar billing at the end of the event as the beverages cannot be inventoried until all guests are gone. If a copy is needed, please call the Food & Beverage Department at 704-920-3968 to request a copy.

Our recommended par level is:

4-Six Packs Domestic Beer	4-Six Packs Assorted Pepsi Products
1-Six pack of Aquafina/Water	2-4 Packs Bottles of Wine-1 White/1 Red
1-2 Bottles Each: Vodka, Rum, Gin, Whiskey, Bourbon, and Scotch	
1 Quart Each-Orange, Grapefruit, and Cranberry Juices, Bloody Mary, Margarita, and Sour Mixes	
1-Six Pack Each: Tonic Water, Club Soda, and Ginger Ale	

Although it is the responsibility of the suite owner to ensure that no minors or intoxicated persons consume alcoholic beverages in their suite, SAVOR...Concord Catering by SMG/Cabarrus Arena reserves the right to check for proper identification and refuse service to persons who appear to be intoxicated.

To maintain compliance with rules and regulations set forth by the State of North Carolina, we ask that you please adhere to the following guidelines:

- We ask that the Suite Administrator monitor and control alcohol consumption within the suite.
- Persons, under the age of twenty-one are not permitted to purchase or consume alcoholic beverages.
- Please do not serve alcoholic beverages to persons intoxicated.
- SMG reserves the right to refuse services to anyone who is unable to produce an acceptable form of identification or appears to be intoxicated.
- Suite holders are not permitted to bring china or glassware into the suite without written approval from the Food & Beverage Manager.
- During some events, alcohol will not be sold to the general public. In these cases, please keep all alcoholic beverages in the suites.

SAVOR... Policies & Procedures - Continued

Special Requests

Our Food & Beverage staff will be delighted to assist you with any special catering related requests, special menus, balloons, flowers, ice carvings, cakes, or gift baskets. Please allow a 5 business day notice for special requests. If you have special dietary restrictions, or needs, please do not hesitate to contact us.

Payment Procedures

All suite holders will receive a computer-generated BEO (Banquet Event Order) at the conclusion of each event. Guest Checks must be settled prior to your departure using Visa, Master Card, American Express, Discover Card, or cash. For your convenience, a credit card number can be placed on file in our catering office and used to settle your bill. An authorized signature will be required on the guest check at the conclusion of an event.

SAVOR...Concord Catering by SMG, exclusively handles all food and beverage products in the suites. It is not permissible for attendees to bring any food or beverage into the suite from outside sources. Any food and beverage products brought into the suites without proper authorization will be removed and could possibly result in such items being charged to the suite holder at our normal retail price.

Applicable sales tax of 6.75% and a 19% service charge will be added to all orders. Gratuities are at the suite holder's discretion and may be added to the guest check based on the quality of service received.

Cancellations

Please notify us as soon as possible of any cancellations. No charges will be assessed to the suite holder for food and beverage orders canceled at least 48 hours in advance. In the event a less than 24 hour notice is given, a 50% cancellation fee will be assessed.

Miscellaneous

SMG Food & Beverage L.L.C. shall not be held responsible for any losses resulting from non-fulfillment of any terms or provisions of this agreement if SMG Food & Beverage shall be delayed or prevented from performing in whole or in part because of war, riot, strike, flood or by any other act or occurrence not within the control of SMG Food & Beverage L.L.C.

Entire Agreement

This document contains the complete and exclusive agreement between the parties, and it is intended to be a final expression of their agreement. No promise, representation, warranty or covenant not included in this document has been or is relied upon by any party. Each party had relied upon its own examination of the full warranties, representations, and covenants expressly contained in the Agreement itself. No modifications or amendments of this Agreement shall be of any force or effect unless in writing executed by both parties hereto.

Accepted & Agreed, Client Signature

Barry Klapish, Food & Beverage Manager

Date

Date